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MOBILITY CLUB TRANSPORTATION HANDBOOK

Prepared by



Transportation Group
University of New Brunswick
Fredericton, New Brunswick

JULY 1988

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The contents of this report reflect the views of the authors and not necessarily the official view or opinions of Transport Canada.



Ce document est également disponible en français:
"Guide du transport pour les clubs de mobilité", TP 8924F

PROJECT TEAM

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MOBILITY CLUB TRANSPORTATION HANDBOOK

The Transportation Group at the University of New Brunswick (UNB), through a research contract with Transport Canada, cooperated with the Club de Mobilité of the Centre de Bénévolat de la Péninsule Acadienne and the Moncton Volunteer Centre du Bénévolat to produce a handbook for use by community groups in the establishment of mobility clubs. In developing the Mobility Club Transportation Handbook the UNB Group drew upon the experience gained by the Moncton and Péninsule Acadienne organizations in their pilot studies of mobility club operation. The cooperation of these two groups was a major factor in the development of the Handbook.

The Handbook is designed to assist community groups in the assessment of the need for a mobility club and, given sufficient demand, provide guidelines for implementation and evaluation.

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1.0 INTRODUCTION

The Mobility Club Transportation Handbook is a step-by-step guide to assist small urban and rural communities in the development of transportation services for persons with disabilities. The Handbook provides guidance for the assessment, design and implementation of mobility clubs in small urban and rural areas of Canada. Although New Brunswick regulatory and legislative constraints will be addressed, the overall mobility club strategy should be applicable to practically any community with a population requiring accessible transportation.

Individuals requiring accessible transportation services may include persons with a physical or cognitive disability, elderly persons, and single parent family members. Essentially, the population sector includes those individuals who experience some degree of difficulty in using a conventional means of transportation, such as a bus, taxi, or private automobile.

The Handbook was developed in parallel to the implementation of a mobility club on the northeastern shore of New Brunswick and a pilot project in the city of Moncton. In 1986-87, the Centre de Bénévolat undertook a project to develop a mobility club in the Acadian Peninsula (hereinafter referred to as the New Brunswick Mobility Club Project). The Moncton project was essentially designed to test a club operation. The milestones and stumbling blocks of these projects are documented throughout the Handbook to assist future club developers in their implementation and decision-making process. The objective in preparing this Handbook is to provide the necessary framework for the development of a mobility club which provides door-to-door, demand-responsive transportation services for persons with disabilities, at low cost.

2.0 MOBILITY CLUB CONCEPT

The dispersion of people in small urban or rural areas presents a significant transportation challenge for the development of a collective means of travel (transit bus, taxi, etc.). The transportation difficulties are further emphasized for those persons whose mobility may be restricted due to physical, cognitive or economic limitations.

The mobility club concept is based on a ride-sharing in private automobiles approach. It uses a telephone dispatcher or ride broker to match the trip desires of individuals without automobiles with trip making intentions of persons with automobiles. Eventually, a network of volunteers is established to transport those persons who require accessible transportation. The private automobile therefore becomes the foundation for improving mobility in rural or small urban settings.

In order to develop a successful mobility club network it is essential for ride-sharing to attain a wider scope than rides arranged with friends and neighbours. Therefore, it is crucial to encourage more people (volunteers) who own automobiles to use them for the transportation of people who cannot operate or do not have a means of accessible transportation. Essentially, a mobility club attempts to form a "club" in its true meaning: "a group of persons associated for a common purpose" (transportation). There are basically two types of members: the drivers and the users.

Perhaps the most attractive characteristic of the mobility club concept is its relatively low cost. The approach is heavily dependent upon local support, community initiative and donated time and facilities. Without these elements, the service becomes heavily dependent upon internal money generation, resulting in substantial fare levels. The design of each system (vehicles, manpower and ride coordination) must be tailored to the availability of funding and the social conditions of the implementation area. Table 1 displays the various system options with respect to the type of vehicle operation, manpower and ride coordination systems.

The relatively low cost of a mobility club makes the concept applicable to areas where other transportation services for persons with disabilities are not economically feasible. The inherent flexibility of the mobility club approach permits the incorporation of operational factors which make it adaptable to the needs of a specific locality and/or particular group.

TABLE 1
Mobility Club System Characteristics

Vehicle Fleet
(Volunteer or Club Owned)

Automobile	Driver Assisted Only
Van	or
Van with Lift	Supervisor Assisted Only

Manpower

All Volunteer
Paid Dispatcher plus Volunteer Drivers
Volunteer Dispatcher with both Paid and Volunteer Drivers
Paid Dispatcher/Drivers with Additional Volunteer Drivers

Ride Coordination System

C.B. Radio
Answering Service (Volunteer)
Answering Service (Paid)
Public Announcement on Radio Station
Rotating Part-Time Dispatchers using Office/Private Home
Full Time Dispatcher using Office or Private Home

3.0 PROCEDURES FOR THE ASSESSMENT OF A POTENTIAL CLUB FORMATION

STEP 1: Is there a Need for Accessible Transportation?

Undertake discussions with the following groups or organizations to obtain an indication of the demand for and interest in forming a mobility club:

- i) *Community groups* — Some communities have service clubs which provide a transport service to specific groups of people, such as seniors. These clubs usually play an active role in mobility club formation.
- ii) *Senior citizen groups (eg. drop-in center, lodge)* — These groups tend to organize events or outings for their members, therefore requiring some transportation services. Senior citizen homes can provide valuable information with respect to need and availability of transportation services.
- iii) *Service/advocacy groups (eg. Canadian Rehabilitation Council for the Disabled, Canadian Paraplegic Association)* — These groups usually take an active role in the integration of their clients or members back into society. They also serve as a source of information with respect to the transportation needs of individuals with disabilities.
- iv) *Churches* — It is not unusual for church members to drive persons with disabilities to services. In addition, the clergy or church officials are usually familiar with persons in the community who may require assistance.
- v) *Schools* — Principals and school district offices are a valuable source of information with respect to students requiring accessible transportation.
- vi) *Volunteer Bureaus* — These agencies perform various community services which acquaint the volunteers with persons requiring accessible transportation services.

There are a number of sources which can be used to locate groups or organizations. They include: the telephone directory, local United Way Directory, local planning department, provincial and federal government departments, service/advocacy groups.

Discuss the transportation requirements with these groups. Document the important points which are identified. Estimate the number of people who need accessible transportation. Identify the presence of any existing accessible services available in the community.

As an example, the Centre de Bénévolat de la péninsule acadienne identified population levels for each of three target groups: senior citizens, persons with a cognitive and/or physical disability, and single parent family members. Data were obtained from social workers, Statistics Canada census information, and a previous private survey.

STEP 2: Committee Formation

The establishment of a planning committee is necessary in order to approach the formation of a mobility club in an organized and systematic fashion.

- A. An *Action Committee* should be established consisting of representatives from the following groups:
- i) potential users
 - ii) concerned community members
 - iii) local government representatives (social workers, teachers, income assistance staff, elected officials)
 - iv) service club representatives
 - v) community transportation operators (bus, taxi).

The committee should be limited to a workable size (5-10 persons) depending upon the proposed size of the club. Many decisions have to be made during the early stages and therefore the committee members must be decision makers. A chairperson, secretary and a treasurer of the Action Committee should be appointed during the first meeting.

- B. An *Advisory Committee* should be formed in order to act as a consultant to the Action Committee. This committee's members should be chosen from:
- i) Provincial Department of Health and Community Services
 - ii) Provincial Department of Transportation
 - iii) Premiers Council on the Status of Disabled Persons (if applicable)
 - iv) National associations of or for disabled persons (e.g. Canadian Rehabilitation Council for the Disabled, Coalition of Provincial Organizations of the Handicapped, Canadian Paraplegic Association)
 - v) Other local services: hospital, nursing homes

The Advisory Committee provides an information reservoir of technical advice to the Action Committee. Appendix A lists possible Advisory Group contacts who may be willing to take an active role in the mobility club venture.

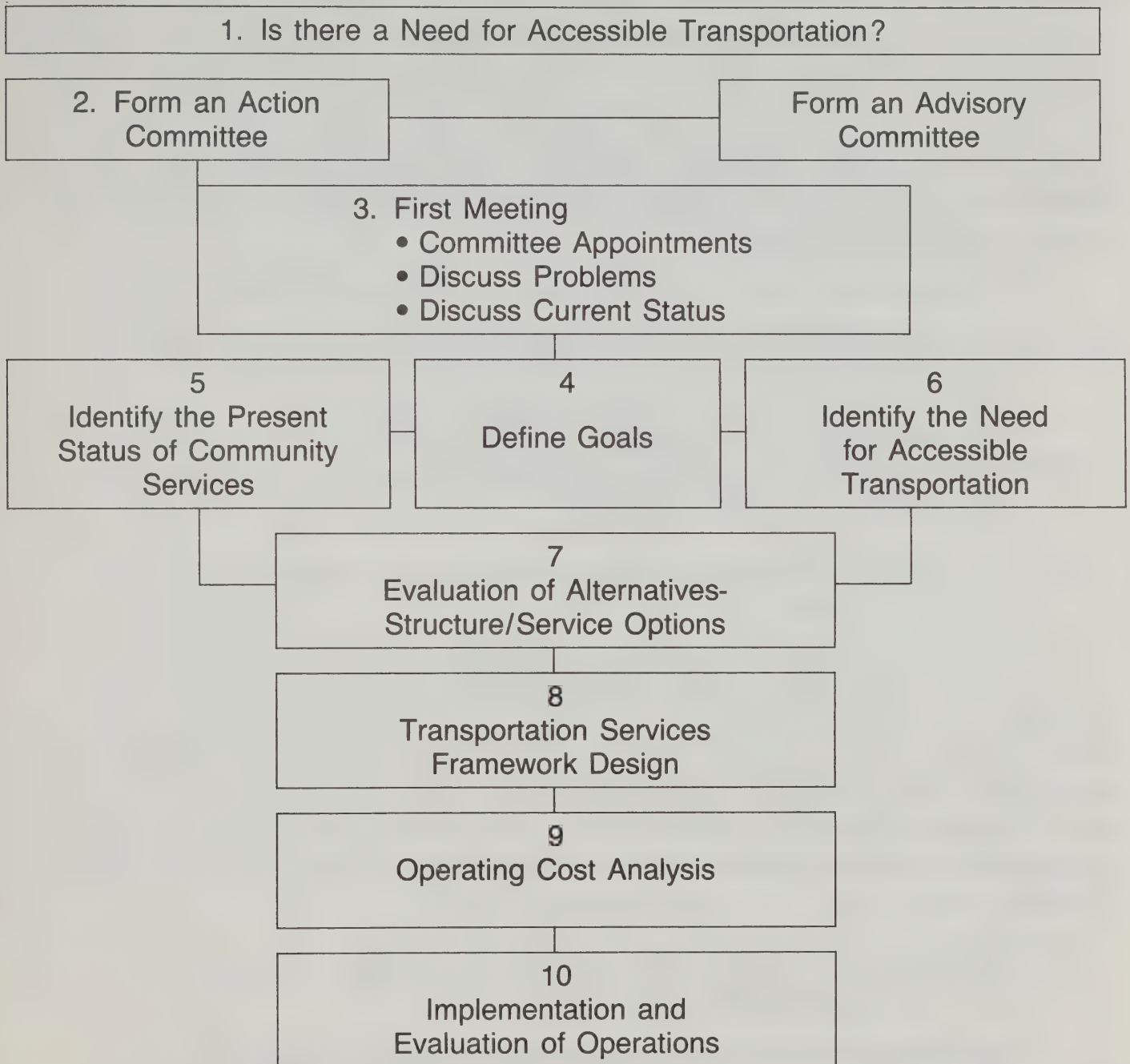
STEP 3: Agenda of First Action Committee Meeting

The agenda for the first meeting should include the following items:

- a) Appoint a chairperson, secretary and treasurer.
- b) Discuss the findings of Step 1 outlining the types of transportation problems, the receptiveness of the mobility club concept by the community and an estimate of potential users in the area.
- c) Discuss the importance of the Action Committee and the role of the Advisory Committee.
- d) Establish a regular Committee meeting schedule and the type of records to be maintained.
- e) Assess the current status of the mobility club. Refer to Figure 1 outlining the proposed implementation strategy.

The New Brunswick Mobility Club Project had a mandate to develop a club to service a fairly large geographical area. Appendix B describes the geographical characteristics of the area. In order to provide an appropriate transportation service it was necessary to appoint individuals in various locations to address the potential for a mobility club. The coordinator of the project was in continual contact with them during the initial stages of development. They were generally persons already heavily involved in the community and their interest and participation in the development of a mobility club was an extension of this involvement. In the case of the Moncton pilot project the major organization was left to one individual with little support in the community. The benefits of the wider organization utilized in the New Brunswick Mobility Club Project supports the decentralized approach.

FIGURE 1
THE MAIN STEPS INVOLVED IN IMPLEMENTING A MOBILITY CLUB
IN A SMALL URBAN OR RURAL SETTING*



* Adapted From: "Transportation Handbook: Planning Rural Transportation Services for Senior Citizens and the Handicapped" (2)

STEP 4: Define the Present Status of Transportation Services Within the Community

It is unlikely that a small urban or rural community will be served by a public transit system (bus). Many communities have private taxi cab operations available to non-automobile owners. However, taxi cab transportation tends to be expensive and often not within the financial resources of potential users. Many community organizations have recognized the need for low-cost accessible transportation and provide a limited service to community individuals or groups. Usually service groups acquire a vehicle through fund raising and operate a service through member volunteers or donate the vehicle to a group (such as a seniors home) for their use.

It is essential for the Action Committee to identify the following:

- i) the existing transportation services available in the community
- ii) ownership of services
- iii) the type of service (individuals, groups, door-to-door)
- iv) type of vehicles (specialized, age, condition)
- v) source of funding (private, fund raising, government assistance)
- vi) cost of service (fare structure)
- vii) area of operation
- viii) potential service vehicles (school buses, service club and nursing home vehicle).

An inventory of the specific operations may identify an existing system or network on which a club could be developed. Identification also reduces the possibility of duplicating an already existing service. Community vehicles tend to serve a specific group of residents for particular purposes (seniors' outing, special olympics); therefore a large portion of the time these vehicles are idle and possibly available for alternative uses. Frequent or common origins and/or destinations should be identified such as hospital, community center, shopping centers.

STEP 5: Identification of the Need for Accessible Transportation (Demand)

Determining the community transportation needs and demand for accessible transportation services can be identified by carrying out one or a combination of the following surveys:

- i) personal interview
- ii) telephone
- iii) mail-out
- iv) public meetings.

The method of information gathering is dependent upon a number of factors:

- i) manpower availability
 - ii) time limitations
 - iii) office facilities
 - iv) financial budget
 - v) extent of information desired
- A. *Personal Interview Survey*: This survey approach requires a large manpower level and time commitment. However, the results are detailed and accurate since the interviewer can explain each question individually and can make overall assessments upon the completion of the one-on-one session.
- B. *Telephone Survey*: The most attractive feature of this method is that it is a fast and relatively economical information gathering process.
- C. *Mail-out Survey*: Mail-out questionnaires usually receive a return response rate of less than twenty-five percent. In addition, the questions may be misinterpreted or not completed, resulting in misleading information.
- D. *Public Meetings*: These meetings tend to provide opinions of only a few people in the community. However, attendance at the meeting may reflect the community interest in a mobility club program and may also provide an opportunity to recruit volunteers or participants.

A successful project will likely require a combination of data collection techniques. The N.B. Mobility Club Project was able to institute a personal interview survey approach. The interviewers surveyed a representative sample of residents who required accessible transportation. STEP 1 had indicated an estimate of the number of individuals in the area. However, a listing of names (necessary for setting up interviews) was unavailable due to the confidentiality policies of the provincial departments and other private agencies. A telephone survey was undertaken to identify target group individuals who would agree to an interview. Appendix C outlines the specifics of the telephone survey.

Prior to initiating a survey method, the specific target group (elderly, cognitively or physically disabled persons) and the extent and type of personal information must be established. The latter criterion is dependent upon the type of survey method selected.

The questionnaire used by the N.B. Mobility Club Project was developed in collaboration with the UNB Transportation Group. A copy is contained in Appendix D. This seven-page questionnaire was administered by the interviewer

to each person in the sample household who was physically disabled or elderly or to the guardian of a cognitively disabled person or to a single parent. It was developed for a personal interview and took approximately forty minutes to complete. The coordinator and interviewer instructions for carrying out the questionnaire survey are outlined in Appendix E.

Possible sources of transportation demand indicators were listed in STEP 1. In addition, the organizations or agencies listed here may be able to supplement survey findings (depending upon their confidentiality policies):

- i) *Provincial Department of Health and Community Services*: Case load listings are usually divided by district and contain an abundance of information.
- ii) *Provincial Department of Education*: This department maintains information on the location and the requirements for accessible transportation to the schools. The Department also maintains a current inventory of accessible vehicles and their designated routes.
- iii) *Provincial Department of Transportation*: Drivers with specially equipped vehicles and/or physical disabilities have this information identified on their driver's licence. Placards are also issued for vehicles belonging to persons with disabilities.
- iv) *Provincial Association of Nursing Homes*: Maintains a directory of member homes and the number of elderly resident nursing homes.
- v) *Other possible statistical information sources include*: Canadian Rehabilitation Council for the Disabled, Canadian Paraplegic Association, senior citizen federation.

The identification of the transportation needs of persons with disabilities is an important stage of the club implementation. Accurate and reliable results are crucial and fundamental in the development of the overall goals and objectives. Appendix F lists some additional sources of information.

STEP 6: Establishment of the Club's Transportation Services and Goals

The ultimate goal of the mobility club concept is to establish an accessible transportation service which operates adequately and at an affordable cost. However, the milestones and goals during the planning and implementation stage must be kept realistic. Obtainable goals may be developed through discussion by the Action Committee and Advisory Committee of the following questions, which should reflect the specific characteristics of the community to be served:

- i) Who will be eligible to use the service?
- disabled persons without accessible transportation
 - persons using wheelchairs for mobility
 - persons with mobility disabilities
 - persons with a visual or auditory disability
 - persons with a cognitive disability
 - elderly persons
 - single parent family members
 - others

The specialization of the vehicles (eg. wheelchair lifts) and the amount of boarding assistance required (driver or companion) will depend upon the users' requirements.

- ii) What trip purposes will be acceptable and which types will be given the highest priority (ranking of trip types)?
- medical
 - work
 - educational
 - visiting
 - recreational
 - shopping
 - church
 - other

Some trips will be required on a regular basis (work, education) while others will be requested during normal business hours (medical appointments). The duration of the outing is also dependent upon the trip purpose. Typically, medical appointments are unpredictable with respect to their duration. However, social, shopping and work trips are fairly consistent or can be predetermined with some certainty.

The Action Committee must also examine the type of activities which occur or may result from the introduction of an accessible transportation service. Assuming that on occasion two requests for different trip purposes may be encountered, a policy for resolving the conflict must be adopted. This includes a first-come-first served, or a trip priority approach (medical over social).

- iii) What type of transportation service best suits the community?

The specific alternative service methods are outlined in STEP 7. The method would have to be adapted to the type and number of passengers, level of service (door-to-door, fixed-route) and the extent of operations (volunteer, part-time employment).

iv) When will the service be operated?

- upon request
- daily hours
- day and evening hours
- weekdays and/or weekends

v) Service options?

- driver assistance to door, curb
- service to other communities
- weekend service

vi) Who will provide the service?

- new or existing transportation services
- private operators (bus, taxi)
- volunteers
- service clubs

vii) Cost/Revenue

- fare structure
- estimate of the first year's operating expenses
- office facilities and communication devices are necessary
- possible sources of funding (both capital and operational)

Appendix G outlines some of the possible funding sources available to assist in the provision of accessible transportation services. The application form for the Transport Canada Accessible Vehicle Acquisition Program is contained in Appendix H.

STEP 7: Evaluation of Service Structures and Options

There are a number of transportation service formats which could be implemented depending upon the demand characteristics of the community:

Occasional Transportation: This option would involve mostly volunteer participants. Essentially, the program consists of matching those persons needing rides with drivers from the community willing to provide the service.

Regularly Scheduled Transportation: Scheduled service usually applies to groups which travel for a single purpose, such as to school. Generally, the vehicles are vans or buses transporting individuals to and from a designated center.

Fixed-Route Service: This service is similar to a transit service whereby a vehicle operates on a specific route with certain stops and maintains a fixed time schedule. The structure may be modified to allow passengers to be picked up at their door steps or to flag-down the vehicle along its route.

Advanced Reservation: The reservation approach usually involves a door-to-door service requiring the users to request transportation 24 hours in advance. Requests are taken through a central office which establishes the driver's daily schedule. Requests made less than 24 hours may be accommodated depending upon the operation facilities (vehicle radios) and the level of demand.

On-Demand Transportation: Examples of this service include taxi service and dial-a-bus operations. Individuals request service up to two hours before the proposed trip time. The service is based on a shared-ride approach offering door-to-door service.

The evaluation and selection of the service structure and options are dependent upon the goals established in STEP 6. The alternative structure of transportation operation should be evaluated based upon certain level of service criteria. An evaluation technique must be adopted in order to rate the options on how they satisfy the established goal criteria:

- i) A numeric scale of 0 to 5 may be used to evaluate each criterion. Where 0 represents a total lack of criterion satisfaction and 5 indicates the complete satisfaction of the criterion.
- ii) A "low - medium - high" evaluation method may be adopted to assess the options. A low rating indicates an unsatisfactory fulfillment of the criteria while medium and high represent satisfactory and desirable level of service respectively.

Depending upon the type of transportation service options, the level of service characteristics must be addressed. Again, the goals set out in STEP 6 suggest the service options:

- i) *Ridership Eligibility* — The needs of the individual to whom the service is provided greatly influence the type and extent of the service; (for example, persons using wheelchairs for mobility as opposed to persons with a cognitive disability); and
- ii) *Trip Purpose Priority* — The service may be structured on a "first-come-first-served" (on-demand service) or trip priority service. Typically, medical, educational and work would have priority over recreational, shopping and social trip purpose. The level of demand would dictate the development and rigidity of this policy.

The evaluation of the service form, in light of the accompanying service options, should indicate the optimum transportation service structure suited for the community.

STEP 8: Transportation Framework Design

STEPS 1 to 7 identified the criteria and the optimum service approach for the community. The next step is the development of a management framework. The following elements of the management strategy should be established:

Management Design

- i) Establish who is responsible for the long-term policy. (The future of the transportation system will warrant the continual identification of eligible groups and appropriate levels of service);
- ii) Identify responsibility for service management. (Would the ultimate responsibility lie with an individual, committee, service club?)
- iii) Determine the service operator. (Volunteers, contracted private operators, new or existing transportation services); and
- iv) Determine capital and operating costs and funding sources.

Schedule and Dispatch Structure

There are basically four components to the operational structure of the service:

- i) Level of Response Options
 - on-demand service
 - reservation-type service
 - fixed-route service
- ii) Dispatch Options
 - many origins to many destinations service
 - many origins to few destinations (hospital, shopping center) service
 - many origins to one destination (school, hospital, workshop) service
- iii) Mode Operations
 - bus/van service
 - taxi service
 - volunteer driver service
- iv) Service Operations
 - peak period
 - weekdays
 - daily
 - periodic

Appendix I contains information on manufacturers specializing in vehicle modifications. Appendix J lists some manufacturers and distributors of adaptive equipment and driving aids. Selection of the vehicle type is heavily dependent upon the goals, selected service options and available funding.

STEP 9: Operating Cost Analysis

The operating costs are dependent upon the service type, level of service and vehicle fleet. Service providers finding themselves operating within limited budgets must attain the highest level of program effectiveness within their available resources.

Basically, there are three cost centers involved in operating a transportation service:

- i) operating costs;
- ii) capital costs; and
- iii) administrative costs.

Operating Costs are expenses incurred as a result of the actual transportation operations. Operating costs can be further broken down into three cost centers:

- i) Costs dependent on vehicle mileage. These include the costs of fuel, oil, maintenance and repairs (variable costs);
- ii) Costs dependent on vehicle-hours of available services. These expenses include the wages of the drivers and dispatchers if applicable (variable costs); and
- iii) Costs dependent on insurance costs, licence and registration costs, and vehicle storage costs (fixed costs).

Capital Costs are expenses for the vehicles, depreciation, office equipment and interest (assuming all other capital equipment is rented). Usually, these costs would be associated with the cost of the vehicles, office equipment and dispatch equipment.

Administrative Costs are expenses incurred to administer the overall agency function. They include the labour costs, rent for office space and other items such as telephone, postage, printing.

The costs should be addressed on the basis of these three cost centers. Initially, a detailed inventory should be documented and monthly records maintained to monitor the operation costs. Prior to implementation, the organizers should have developed a good estimate of the first year costs.

STEP 10: Implementation and Evaluation of Operations

A number of activities have to be completed prior to the start-up of the operation:

- i) Marketing techniques are required. Advertising may be done through agencies' news-letters, radio, newspapers and local television stations (i.e. community bulletin spots);
- ii) The vehicles should be purchased or volunteers with their own vehicles identified and coordinated for the start-up operations;
- iii) The office space and necessary office equipment (typewriter, telephone, desks) should be acquired;
- iv) A method of monitoring the financial and operational aspects of the system should be established in order to provide a channel for the identification of system inefficiencies;
- v) The recruitment of personnel (salaried or volunteers) for office or driving purposes should be established;
- vi) Driver training/education programs; and
- vii) The finalization of a start-up date for the service. Often, a trial operation is implemented for 1 to 4 months. The establishment of a trial or pilot operation provides a foundation for the expansion of the service.

The N.B. Mobility Club Project included a pilot project in the Acadian Peninsula. Twelve individuals were identified as persons needing accessible transportation. Eight of the twelve potential users were sixty-five years of age or older. Eight volunteers from different regions of the peninsula area were identified as possible service providers.

Evaluation

In order to ensure long-term success of the operation, the quality of service and financial status of the system must be continually monitored. Monitoring is an ongoing procedure which should respond to the growth of the service and to the operational, evaluation and management requirements. The level of service may change in response to the demand or type of users. Therefore, the monitoring procedure must be initiated at predetermined intervals of time.

There are three basic areas which could be monitored:

- i) operational
- ii) financial
- iii) user aspects

Operational

The scheduling and dispatching characteristics of the operation should be monitored. When do the users require the service? Trip length both in terms of time and distance, percentage of vehicle mileage operated without passengers, number of passengers per hour, etc. In order to acquire this information the dispatcher and drivers must maintain records. Appendices K and L contain typical registration documentation and forms for use by dispatchers to obtain these data.

Financial

Total operational costs are comprised of variable and fixed costs. Variable costs are those expenses which are dependent upon the amount of service provided (number of trips). Driver wages, fuel, oil, maintenance and service repair are typical variable costs. Fixed costs are those expenses incurred regardless of the trip activities. These costs include personnel, administrative and overhead costs. The total cost per trip can be determined by combining the financial and operational records.

User aspects

Monitoring rider characteristics is an important factor to consider to ensure that the eligibility and trip purpose policies are consistent with those persons using the service. In addition, the type and number of complaints must be addressed and rectified to provide a satisfactory service. Drivers and dispatchers should record the type and number of complaints and advise the system's coordinator. Complaints which are ignored or overlooked may reach the media and could have an adverse impact on the system.

4.0 ADMINISTRATIVE STRUCTURE OF MOBILITY CLUBS

The structural framework of the club was identified in STEP 2 (Form Action Committee) and STEP 3 (Meeting Agenda). The management structure is dependent upon the size and the extent of the proposed service.

Basically, the team should consist of a chairperson, secretary and treasurer. The chairperson usually assumes the coordinator position. He/she would be the driving force behind the mobility club initiative.

The secretary would record the minutes of the meetings and assist the chairperson in the developmental stages (service inventory, interest group identification, rider criteria). The treasurer is responsible for the financial aspects of the club development. The treasurer should identify possible funding sources and develop a strategy for external funding or services, such as service clubs.

These individuals form the apex of the club's pyramidal structure. The wider the base means the more volunteer participants involved working towards a transportation service for persons with disabilities.

5.0 MOBILITY CLUB FORECASTING MODEL

The uniqueness of mobility club operations lends itself to a variety of administrative and operational structures. Consequently, service budgeting is dependent upon the specific characteristics of the proposed operations (volunteer, number of vehicles, etc.). An annual operating budget derivation is essential in the initial stages of a mobility club initiative. A projected annual cost indicates a measure of the financial support (internally and/or externally generated) necessary to implement and operate the proposed service.

Lotus 123 software package used in conjunction with a microcomputer provides an instrument to explore the operating costs of a mobility club under varying administrative and operational structures. The UNB Transportation Group developed a costing program using the Lotus package. The intent of the program was to examine the influence of different operating characteristics on the cost centers. The package was offered to the N.B. Mobility Club Project to aid their operation in examining their present and future cost structures. The UNB cost program requires the user to input the necessary information into the highlighted cells (unprotected). The program automatically generates and displays the financial implications of the operation and projected annual operating budget. Requested data input include: type of vehicle, number of vehicles, staffing, fuel cost, kilometers travelled, etc.

The vehicle operating costs were based on the number of kilometers travelled by each vehicle. The amount of oil and maintenance expenditures were based on a percentage of the fuel consumption cost. The oil (11% of fuel cost/km) and maintenance (50% of fuel-oil cost/km) were based on survey information from an American parallel transit study. (31)

The values were consistent with the operating costs established by the Canadian Automobile Association (CAA).

Staffing costs were established on the basis of volunteer and agency employees. The program requested the percentage of volunteer hours for drivers, dispatchers and office staff in order to establish the personnel related costs. Fringe benefits, as a percent of earned dollars, was incorporated into the program.

Fixed costs included: insurance, registration/licencing and depreciation costs associated with motor vehicles owned by the agency or club. It is assumed that the volunteers would cover their own fixed costs expenses. Therefore, these costs are not reflected in the total operating costs per kilometer of volunteer-owned vehicles. Depreciation is calculated by extracting established capital recovery factors from published schedules. Other fixed costs include office related costs (utilities, office rent, materials).

The spreadsheet was developed in an attempt to reduce the costing uncertainties associated with service operations. Appendix M contains the computer printouts of a number of costing scenarios generated by the UNB program. The operating agency would have to establish operating data values representative of the study area.

Appendix N discusses the potential applications of microcomputers in a Mobility Club operating environment. The use of computers provides a valuable tool in the planning and operation of an accessible transportation service.

6.0 INSTITUTIONAL AND OTHER CONSIDERATIONS

Potential mobility club developers and operators should be concerned with regulatory, insurance and management issues. Every province has its specific regulations related to for-hire transportation. The following questions should be addressed before implementation of a service:

- i) Will the service fall under the regulatory sections of provincial legislation?
- ii) What type of driver-member insurance coverage should be purchased? How extensive should coverage be?
- iii) Should the club establish a constitution and bylaws? Who will administer the day-to-day operations?

Regulation

The regulatory issue, for the purposes of this Handbook, will be examined only in the context of the requirements of the Province of New Brunswick in effect at the time the Handbook was written. However, it should be noted that the legislation and associated regulations pertaining to other provinces must be addressed on an individual basis. Service operating conditions vary between provinces with respect to restrictions and degrees of enforcement. Before venturing beyond the preliminary planning phase, the Action Committee should consult the Provincial Department of Transportation with regard to interpretation of related legislation respecting mobility club operators. The underlying issue is whether the mobility club would be subject to regulatory requirements within the province. The ultimate answer is likely to emerge only as the concept is put into place and if provincial competitors (bus lines, taxis, etc.) lodge opposition with the Provincial Motor Carrier Board.

In New Brunswick it appears that the all-volunteer-driver mobility club would not be considered a “for-hire” carrier and therefore would be exempt from the legislation and regulations of provincial Acts. Section 275 of the N.B. Motor Vehicle Act, however, does appear to be related to mobility club operations. The section indicates that a licence is needed to operate a privately-owned vehicle which transports passengers for remuneration to or from their places of work or business. The transport can be offered under private arrangement when remuneration is made not less than on a monthly basis.

There is no monetary fee associated with the acquisition of the licence but the drivers must furnish the Provincial Department of Transportation Registrar with proof of financial responsibility in such amount prescribed by the regulations. The Lieutenant-Governor in Council may make regulations prescribing the proof of financial responsibility criteria. Appendix O contains the

New Brunswick application form required for the verification of financial responsibility.

Although there is no direct cost related with the licence, there may be an indirect expense associated with the driver's insurance premium. The driver may have to increase liability insurance or may be treated differently by his/her company to accommodate the increased road driving activities.

Insurance

Another operational constraint is the requirement that minimum insurance amounts be carried. The stipulated amounts vary among provinces. In New Brunswick the minimum insurance coverage is \$200,000 against liability to passengers.

The nature and extent of the required driver liability insurance is established by the driver member status: voluntary or for-hire and whether the mobility club falls under regulatory jurisdiction. Most existing liability insurance policies would cover (upon insurance company notification) volunteers driving for a mobility club. Additional blanket liability insurance coverage also could be obtained to protect club members. If the drivers are expected to pay higher insurance premiums themselves, it is doubtful that the mobility club concept would succeed. Section 7.0 addresses the insurance aspect of mobility clubs in more detail.

Management

During the initial stages of the club formation a number of principal tasks should be undertaken:

- i) screening procedures;
- ii) driver recruitment;
- iii) administrative structure; and
- iv) maintenance of the organization.

At first, these items require exceptional effort and time. However, as the operation develops and becomes more routine, the tasks become less demanding.

The drivers should meet selected minimum qualifications:

- i) a minimum and maximum age stipulation;
- ii) a minimum of 3 years driving experience; and
- iii) a clear driving record (no recent accidents or serious driving violations).

An independent group cannot obtain driver record information from the Motor Vehicle Branch. Therefore, driver character references (from doctors, lawyers, clergy, etc.) may be needed to verify the driver's competence. Alternatively, the applicant may be able to supply his own driving record information upon the signing of an information release form.

Typically, the mobility club is implemented in small urban and rural communities and the club may be self-screening (drivers and members) since they are traditionally close knit and familiar with individuals' driving habits and reputations. However, an established procedure will minimize problems in this area.

7.0 INSURANCE

A driver and/or vehicle owner cannot be excused from liability once the vehicle is made available to transport a passenger, whether operating the vehicle personally or not. Insurance coverage is a method by which owners/drivers attempt to protect themselves in the event of a mishap resulting in financial responsibility.

The owner/driver should have sufficient insurance coverage since it is likely that the legal action would be against the individual and not the sponsoring organization. The sponsor may also require insurance.

The insurance company must be informed of the volunteer's intention to provide transportation services in order to receive a licence sticker (see Section 6 on Institutional and Other Considerations). Special attention should be directed towards the interpretation of "consideration" and "remuneration" definitions.

Inadequate insurance coverage for a volunteer driver involved in an accident may result in severe liability implications. Unfortunately, the mobility club concept is relatively new and presently it is difficult to obtain a clear description of insurance coverage requirements for a volunteer driver. Essentially, potential volunteer drivers must approach their insurance agents with respect to the proposed volunteer driving task.

The underlying issue associated with insurance is whether the volunteer driver is seen as "driving for compensation". According to a survey associated with the Huron County Mobility Club in 1980, insurance agents deemed volunteer drivers receiving mileage reimbursement to be "driving for compensation" and consequently a 10 per cent surcharge was added to the third party liability insurance premiums.

Personal liability insurance should be maintained since the mobility club activities may involve physical assistance for those persons using the transportation service. The club and the members should have protection against any mishaps which may occur when assisting the passengers between the curb and the final origin/destination.

Comprehensive general liability insurance should be carried to protect the club against legal defense costs and possible damages if named in a claim.

The mobility club and its drivers should take the following steps to ensure the proper insurance requirements are met:

1. The potential volunteer drivers should contact their respective insurance agents and indicate their intention to perform volunteer services.

2. The agent should complete the Financial Responsibility Certificate (if applicable) and deliver it to the provincial Department of Transportation in order to be eligible for the Share-A-Ride program.
3. If the driver is deemed to be transporting for compensation then the additional insurance should be paid by the club or driver. It is unlikely that a volunteer will offer his/her service if there are additional personal costs associated with their work.
4. The mobility club should decide the minimum level of third party liability insurance which should be maintained by the volunteer drivers. The club should consider paying the additional premium amount for the volunteer which is associated with the club's requirements.
5. The club should obtain comprehensive general liability coverage to ensure that all the mobility club drivers are adequately covered with respect to personal liability.

The insurance issue was not considered a barrier to the volunteer services operating in Huron County in the early 1980s. In fact, small (if any) increases in premiums were experienced by the drivers who informed their respective insurance agents.

The Insurance Bureau of Canada (IBC) represents approximately one hundred insurance companies located across Canada. The IBC is an association which studies, lobbies and promotes the insurance industry. This includes policing, monitoring and researching the various aspects of the industry. However, the Association does not develop and implement any policy-oriented strategies for its members.

The IBC does not offer any formal insurance direction with respect to specialized transportation (volunteer) services. The Bureau suggests that the interested party should contact their personal agent and clearly indicate the service they intend to offer.

A number of questions should be directed to the insurance agent before initiation of operations. The following list is not intended to be all-encompassing (the exact details of the operation will dictate the extensiveness of insurance coverage):

1. Does the sponsoring agency (volunteer bureau, etc.) hold insurance which covers the driver and/or passengers? Does its insurance cover the agency in the event of being named in a legal action? Does the insurance only pertain to drivers and passengers of an agency vehicle?

2. Does the agency have a “blanket” insurance policy (non-owned automobile policy)?
3. How does “remuneration” (vehicle operation costs) influence the insurance policy? Who determines the level of remuneration?
4. What are the limits of the agency/driver liability (curb, household, vehicle, etc.)?
5. Do liability complications arise when adults or children residing in institutions are transported?
6. If an additional premium is required to meet the volunteer driver coverage, what is the increment based on — mileage, passengers, remuneration amount, vehicle type?
7. What percentage increase in premium amount (if any) can be expected?

The insurance conditions are very difficult to address due to the variety and uniqueness of accessible transportation services. Essentially, the independent agent of the potential driver should be notified in order to properly address the specific guidelines of the insurance agency.

8.0 GUIDELINES FOR THE IMPLEMENTATION OF VOLUNTEER DRIVER TRANSPORTATION

A number of conditions must be met to ensure that the operation is not violating current legislation. In addition, certain practices or actions may lead to the nullification of insurance policy coverage. For example, the following guidelines should be followed to ensure a mobility club is operating in accordance with New Brunswick legislation (in effect at the time of writing of this Handbook):

1. No charges are to be made directly by a volunteer driver to passengers.
2. The agency responsible for the implementation of the volunteer driver service could charge for the service, but such charges cannot exceed direct expenses, excluding maintenance and/or vehicle depreciation.
3. Remuneration can be collected on not less than a monthly basis.
4. The vehicle used in the service must be a privately-owned passenger vehicle licenced according to Section 275 of the Motor Vehicle Act.

Failure to meet any of these conditions could place the operation in violation of the New Brunswick legislation and regulations and subject to fines and penalties.

9.0 INFORMATION ON THE BASIC TYPES OF TRANSPORTATION SERVICES

For bus licensing and regulations refer to the Motor Carrier Act and Regulations under the Motor Carrier Act. Reference should also be made to the Motor Vehicles Act and Regulations. These can be obtained from the provincial Department of Transportation.

Public Use of School Buses for Special Occasions

The local school bus may be available for groups who need transportation for special occasions, such as tours, Special Olympics. However, the school bus operator must hold the proper class licence and obtain an endorsement from his insurance company in order to undertake the additional work. Approval for the use must also be obtained from the Department of Education. Frequent use of the school buses may raise objections from the private charter operators who may complain that the service is eroding their business. Usually, the buses are “rented” on the basis of driver wage and mileage rate. The school bus approach would be most effective during the summer months when the majority of the fleet is idle.

Bus Ownership

If a bus is purchased for the purpose of transporting individuals as a group then that vehicle falls under the Motor Vehicle Act and Regulations. The vehicle may fall within the legislative guidelines depending upon the operation’s characteristics (e.g. community organization, for remuneration or no remuneration).

Van Pooling

Van pooling involving a motor vehicle which has a seating capacity of less than ten persons, including the driver, is not bound by provisions of the Motor Carrier Act. In addition, a motor vehicle with ten or more persons, including the driver, with proof of financial liability and sufficient liability insurance is exempt from the Act.

Accessible Transit Buses

Accessible transit buses range in capacity size from sixteen passengers to over forty in the larger models. These vehicles are designed for access by persons with disabilities. The extent of modifications and options varies widely for these types of vehicles.

Usually the most extensive modifications are to install a wheelchair lift which allows easy access to the vehicle. Lifts are usually hydraulic but manual

and mechanically-automatic are common. Ramps are an alternative to the lift enabling persons using wheelchairs for mobility to access the vehicle without being removed from their chair.

Taxi-Voucher System

Taxi-cab transportation may not be within the financial resources of some persons. However, it may be possible to incorporate taxi cab services into an accessible transportation system. Appendix P outlines a taxi voucher system subsidized by the operators of an accessible transportation service.

Special Van Modifications

Options (lifts, wheelchair securements, etc.) can be installed in a standard vehicle. Vehicle roofs raised and panel doors widened are among the modifications made to standard vehicles. Appendix J lists some of the manufacturers and distributors of adaptive equipment and driving aids.

10.0 ADDITIONAL FACTORS TO BE CONSIDERED

Inevitably, problems will arise during the initiation and implementation stages of the club development. Different geographical areas also present a variety of problems. The following are some common problems which must be considered:

1. Vehicles are vulnerable to breakdown and drivers are susceptible to illness and personal obligations. It may not be possible to obtain another vehicle or a responsible driver for scheduled trips. Therefore, single vehicle operators are prone to reliability problems.
2. It is often difficult to obtain extra volunteers/staff members and maintain the intensity of their devotion to the operations. Appendix Q provides a profile of the types of individuals who are typically involved in volunteer work.
3. Projects are frequently funded from several sources. Some contributors may not wish to fund the club if another body is involved in funding.
4. Containment or expansion of the services must be addressed in order to maintain an adequate level of service which meets the demand of the community. Extensive marketing may result in a high demand which cannot be met by the present operations.
5. Certain community individuals/groups may have interests in other associated activities (taxi, bus, etc.) which may be affected by a club formation.
6. Volunteers could be more easily recruited if compensated for the high costs of operating their vehicles. Mobility clubs should be encouraged to charge clients and reimburse drivers for the mileage driven. Some clients may feel more comfortable if they contribute towards their transportation rather than taking free service. Optimally, the users should pay according to their financial ability.

Reimbursement rates for the mileage driven should be based on rates currently offered to employees or volunteers of other organizations in the region. Occasionally, the drivers will decline reimbursement. Perhaps a provision should be included into the club's policy guidelines allowing for an expression of appreciation towards those individuals in another manner.

It is important that organizers be aware of these problems and the influential players that are associated with the mobility club operations.

11.0 SUMMARY AND CONCLUSIONS

The Handbook outlines the primary steps and issues which have to be addressed in order to implement a successful mobility club in a small urban or rural community. The “club” is a people-based operation which requires highly motivated participants in order to maintain the interest momentum necessary for the successful implementation and management of a mobility club.

A pilot project may be an appropriate method of “planting a mobility club seed” within the community. A small scale operation can evaluate the need for a service, thus providing direction in the design of an appropriate service for the area.

There are a number of key issues which arise when mobility club concepts are contemplated. They include:

- insurance
- licencing
- defining clientele
- recruiting volunteers
- driver training/education
- reimbursement for mileage
- conflict with existing livery operations
- funding
- marketing (Appendix R)

Impedence costs is another factor which must be considered. Impedence costs is a term associated with the factors which an individual requiring accessible transportation may consider as a deterrent to using the service. The price of using the service may be considered an impedence cost. However, non-monetary factors such as waiting times, discomfort levels on the vehicles, lack of privacy, advanced reservation requirements, may also influence the potential passenger’s decision to use the service.

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APPENDIX A
POSSIBLE ADVISORY GROUP CONTACTS

APPENDIX A

POSSIBLE ADVISORY GROUP CONTACTS

The following is a list of some of the departments or agencies which may provide advisory group representatives or other assistance in establishing a mobility club:

NATIONAL

Canadian National Institute
for the Blind
1931 Bayview Avenue
Toronto, Ontario
M4G 4C8
(416) 480-7580

Canadian Paraplegic Association
520 Sutherland Drive
Toronto, Ontario
M4G 3V9
(416) 422-5640

Learning Disabilities Association
of Canada
Kildare House
Suite 200, 323 Chapel Street
Ottawa, Ontario
K1N 7Z2
(613) 238-5721

Canadian Mental Health Association
2160 Yonge Street
Toronto, Ontario
M4S 2Z3
(416) 484-7750

Canadian Association for
Community Living
Kinsmen Building
York University Campus
4700 Keele Street
Downsview, Ontario
M3J 1P3
(416) 661-9611

Canadian Rehabilitation Council
for the Disabled
Suite 2110, One Yonge Street
Toronto, Ontario
M5E 1E5
(416) 862-0340

Coalition of Provincial Organizations
of the Handicapped
926 — 294 Portage Avenue
Winnipeg, Manitoba
R3C 0B9
(204) 947-0303

Canadian Council of the Blind
Suite 510, 220 Dundas Street
London, Ontario
N6A 1H3
(519) 433-3946

Canadian Co-Ordinating Council
on Deafness
203-116 Lisgar Street
Ottawa, Ontario
K2P 0C2
(613) 232-2611

National Advisory Council on Aging
Health and Welfare Canada
Room 340, Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 0K9
(613) 957-1970

Canadian Hearing Society
216 Murray Street
Ottawa, Ontario
K1N 5N1
(613) 236-0509 TTY (613) 236-0902

ALBERTA

Easter Seal Ability Council, Alberta
#315 14923-111 Avenue
Edmonton, Alberta
T2M 2P6
(403) 486-2688

Motor Transport Services
Safety Branch
Alberta Transportation & Utilities
Twin Atria Building
4999 98th Avenue
Edmonton, Alberta
T6B 2X3
(403) 427-2888

Canadian National Institute
for the Blind
Alberta – N.W.T. Division
12010 Jasper Avenue
Edmonton, Alberta
T5K 0P3
(403) 488-4871

Canadian Paraplegic Association
5555 Calgary Trail, 11th Floor
Edmonton, Alberta
T6H 5P9
(403) 438-5046

BRITISH COLUMBIA

Canadian Paraplegic Association
780 S.W. Marine Drive
Vancouver, British Columbia
V6P 5Y7
(604) 324-3611

Canadian National Institute
for the Blind
British Columbia — Yukon Division
350 E. 36th Avenue
Vancouver, British Columbia
V5W 1C6
(604) 321-2311

British Columbia Lions Society
for Crippled Children
177 West 7th Avenue, Suite 300
Vancouver, British Columbia
V5Y 1K5
(604) 873-1865

B.C. Transit
1510-1200 West 73rd Avenue
Vancouver, B.C.
V6P 6G5
(604) 264-5000

MANITOBA

Society for Manitobans
with Disabilities
825 Sherbrooke Street
Winnipeg, Manitoba
R3A 1M5
(204) 786-5601 TDD (204) 774-2861
Toll Free 1-800-282-8041

Canadian Paraplegic Association
825 Sherbrooke Street
Winnipeg, Manitoba
R3A 1M5
(204) 786-4753

Canadian National Institute
for the Blind
Manitoba Division
1080 Portage Avenue
Winnipeg, Manitoba
R3G 3M3
(204) 774-5421

Transportation Policy Programs
and Research Division
Highways & Transportation Department
15th Floor
215 Garry Street
Winnipeg, Manitoba
R3C 3Z1
(204) 945-2009

NEW-BRUNSWICK

Canadian Rehabilitation Council
for the Disabled
— New Brunswick Branch Inc.
65 Brunswick Street
Fredericton, New Brunswick
E3B 1G5
(506) 458-8739

Canadian Paraplegic Association
65 Brunswick Street
Fredericton, New Brunswick
E3B 1G5
(506) 458-1189

Canadian National Institute
for the Blind
New Brunswick Division
390 King Street, Suite 211
Fredericton, New Brunswick
E3B 1E3
(506) 458-0060

Premier's Council on the Status
of Disabled Persons
105 Prospect Street
Fredericton, New Brunswick
E3B 2T7
(506) 452-1112

Policy & Communications Branch
Department of Transportation
P.O. Box 6000
Fredericton, New Brunswick
E3B 5H1
(506) 453-2802

NEWFOUNDLAND

Canadian National Institute
for the Blind
Newfoundland and Labrador Division
70 The Boulevard
St. John's, Newfoundland
A1A 1K2
(709) 754-1180

Canadian Paraplegic Association
341 Portugal Cove Road
P.O. Box 9658, Postal Station "B"
St. John's, Newfoundland
A1A 4J6
(709) 753-5901

Newfoundland Society for the
Physically Disabled
Building 567, St. John's Place
P.O. Box 1403
St. John's, Newfoundland
A1C 5M5
(709) 754-1970

Transportation Division
Department of Transportation
Atlantic Place
St. John's, Newfoundland
A1C 5T7
(709) 576-3279

NORTHWEST TERRITORIES

Canadian National Institute
for the Blind
Alberta — N.W.T. Division
12010 Jasper Avenue
Edmonton, Alberta
T5K 0P3
(403) 488-4871

Canadian National Institute
for the Blind
Box 2575
Yellowknife, N.W.T.
X1A 2P9
(405) 873-2647

Department of Government Services
Motor Vehicles Division
Government of the Northwest Territories
Tapwe Building, Box 1320
Yellowknife, N.W.T.
X1A 2L9
(403) 920-8915

NOVA SCOTIA

Canadian National Institute
for the Blind
Nova Scotia
— Prince Edward Island Division
6136 Almon Street
Halifax, Nova Scotia
B3K 1T8
(902) 453-1480

Canadian Paraplegic Association
Fenwick Place
5599 Fenwick Street
Halifax, Nova Scotia
B3H 1R2
(902) 423-1277

The Abilities Foundation
of Nova Scotia
3125 Kempt Road
Halifax, Nova Scotia
B3K 5N6
(902) 429-3420

Board of Commissioners of
Public Utilities
1526 Dresden Row
Halifax, Nova Scotia
B3J 3G7
(902) 424-4584

Licences & Registration Division
Department of Transportation
P.O. Box 1652
Halifax, Nova Scotia
B3J 2Z3
(902) 368-5200

ONTARIO

Canadian Paraplegic Association
520 Sutherland Drive
Toronto, Ontario
M4G 3V9
(416) 422-5640

Canadian National Institute
for the Blind
1929 Bayview Avenue
Toronto, Ontario
M4G 3E8
(416) 486-2500

Policy Planning Branch
Ministry of Transportation
West Tower
1201 Wilson Avenue
Downsview, Ontario
M3M 1J8
(416) 235-3963

PRINCE EDWARD ISLAND

Canadian National Institute
for the Blind
Nova Scotia
— Prince Edward Island Division
6136 Almon Street
Halifax, Nova Scotia
B3K 5L9
(902) 453-1480

Canadian National Institute
for the Blind
284 Grafton Street
Charlottetown, P.E.I.
C1A 1L7
(902) 894-4149

Canadian Paraplegic Association
P.O. Box 2188
Charlottetown, P.E.I.
C1A 8B9
(902) 566-2224

Rotary Club of Charlottetown —
Easter Seal Committee
P.O. Box 455
Charlottetown, P.E.I.
C1A 2L1
(902) 566-1223

Highway Safety Division
Department of Transportation
and Public Works
Box 2000
Charlottetown, P.E.I.
C1A 7N8
(902) 566-2474

QUEBEC

The Quebec March of Dimes
for the Disabled
1000 St. Antoine Street West
Suite 410
Montreal, Quebec
H3C 3R7
(514) 866-3689

Quebec Society for Disabled Children
2300 Dorchester Boulevard West
Montreal, Quebec
H3H 2R5
(514) 937-6171

Direction des études et
de la planification
Ministère des transports
1410, rue Stanley
Montréal (Québec)
H3A 1P8
(514) 873-5467

SASKATCHEWAN

Saskatchewan Abilities Council
1410 Kilburn Avenue
Saskatoon, Saskatchewan
S7M 0J8
(306) 653-1694

Canadian Paraplegic Association
3-345 3rd Avenue South
Saskatoon, Saskatchewan
S7K 1M6
(306) 652-9644

Canadian National Institute
for the Blind
Saskatchewan Division
2550 Broad Street
Regina, Saskatchewan
S4P 3Z4
(306) 525-2571

Saskatchewan Department
of Urban Affairs
Municipal Grants Unit
2151 Scarth Street
Regina, Saskatchewan
S4P 3V7
(306) 787-2653

YUKON

Canadian National Institute
for the Blind
British Columbia — Yukon Division
350 E. 36th Avenue
Vancouver, British Columbia
V5W 1C6
(604) 321-2311

Department of Community and
Transportation Services
Box 2703
Whitehorse, Yukon
Y1A 2C6
(403) 667-5833

APPENDIX B

ACADIAN PENINSULA CHARACTERISTICS (Example of Basic Data Requirements)

APPENDIX B

ACADIAN PENINSULA CHARACTERISTICS (Example of Basic Data Requirements)

The Acadian Peninsula is situated in the northeastern corner of New Brunswick. There are three major communities in the area, Tracadie, Caraquet and Shippagan, with a total population of slightly over 56,000 people. The majority of the residents are French-speaking and a significant proportion are unilingual. Ninety percent of the peninsula population have a French ethnic background.

The peninsula is approximately fifty square kilometers in area. Miscou Island is situated in the extreme north-eastern region of the peninsula. The island is currently serviced by a ferry, but at certain times of the year the island is cut off from the mainland due to ice conditions.

Typically, the region is dependent on the fishing industry for its livelihood. The region is considered an area of New Brunswick which is economically depressed, with a high level of unemployment (especially during the winter months).

The 1981 census indicated that there were 56,608 people living in the Acadian Peninsula region. This represents 8.1 percent of the New Brunswick provincial population. There was a 6.25 percent population increase in the region from 1976 to 1981.

Investigative research by the Centre de Bénévolat de la Péninsule Acadienne indicated that 11 percent of the Acadian Peninsula population fell within the following target group categories:

	<u>Number</u>	<u>%</u>
Elderly	4745	73.6
Single Parent Family	774	12.0
Physically Disabled	590	9.2
Cognitively Disabled	<u>336</u>	<u>5.2</u>
Total	6445	100.0

The statistics were based on 1981 Statistics Canada results and a 1981 private Acadian Peninsula survey.

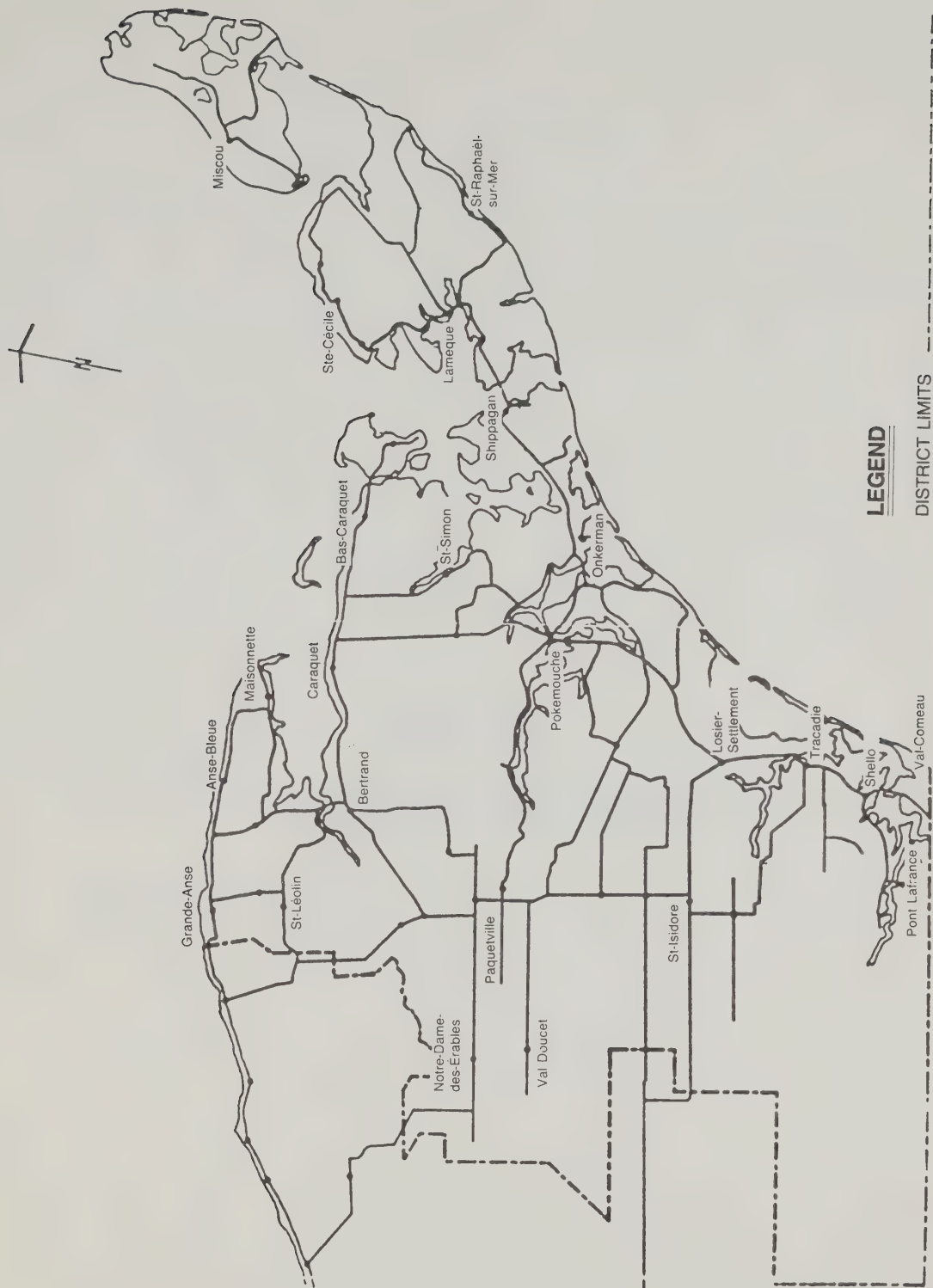


FIGURE B.1 Acadian Peninsula

APPENDIX C

IDENTIFICATION OF INTERVIEW CANDIDATES BY TELEPHONE DIRECTORY

(Example of how to Design Data Collection System)

APPENDIX C

IDENTIFICATION OF INTERVIEW CANDIDATES BY TELEPHONE DIRECTORY

(Example of how to Design Data Collection System)

Often, listings of potential users are unavailable due to the confidentiality policies of various departments or agencies. The method to overcome this identification problem, used in the Acadian Peninsula, involved a random telephone survey. The names and addresses were necessary in order to schedule personal interviews.

The telephone directory is usually divided by geographical area. The method used for the New Brunswick Mobility Club Project was as follows:

1. A quota of potential interview candidates for each region was established prior to the start of the telephone survey. Four groups (cognitively disabled, physically disabled, elderly and single parent family members) were under investigation.
2. The household contacted may not have a person in residence who requires an accessible transportation service. However, they may have a neighbour who does. The name and address of the neighbour should be recorded for possible future reference.
3. The telephone surveyor contacted every tenth household listed in the directory. The outcome of the call was recorded (no answer, target household, non-target household and the willingness to undergo an interview). The surveyor should let the telephone ring at least ten times before abandoning the call to allow the person ample time to answer. This is important when dealing with persons with disabilities.
4. The procedure was completed for the entire alphabetical listing in the directory. If the quotas were not reached at the end of the first iteration then the process was repeated again for every fifth name. The “no answer” calls from the previous iteration were called again. Similarly, the process was continued for the entire alphabetical listing regardless of attainment of the quota.

It is essential that the candidates be selected for an interview in a random manner in order to ensure that the sample is not biased. A biased sample is one which indicates trends or characteristics which may not be totally representative of the entire population group. Selecting individuals across the whole population base at a predetermined interval helps to establish an information base which will provide the analysts with a representative data base. This method helps to reduce the degree of bias within the data. The elimination of all the bias is very difficult. For example, this approach is biased towards persons who have telephones in their households and ignores those persons who may require accessible transportation but do not have or cannot use a telephone. However, considering the manpower and time constraints involved in performing surveys, this approach (subject to modifications) provides a practical approach to small urban and rural communities.

The information data base will indicate the passenger type, trip purpose, and other user characteristics which aid in the development of an efficient operation. Common or frequent destinations (such as hospitals, community centers) as well as travel time of day, will help the organizers structure the operation accordingly.

The New Brunswick Mobility Club Project telephone survey approach proved successful in providing a listing of approximately 232 individuals requiring accessible transportation who were willing to take part in an interview.

APPENDIX D
SAMPLE SURVEY FORMS (QUESTIONNAIRES)

APPENDIX D

SAMPLE SURVEY FORMS

The following questionnaire (Questionnaire 1) was designed specifically for the New Brunswick Mobility Club Project. The University of New Brunswick Transportation Group formulated the questionnaire on the assumption that it would be used in a door-to-door survey of four target groups (1) physically disabled (2) cognitively disabled (3) elderly and (4) single parent family members.

The intent of door-to-door surveys is generally not to generate a workable formula (mathematical equation used to expand the sample to the proportion of the existing population) but to provide characteristics and evidence for the justification of transportation services and selection of vehicles, routes and schedules for initial service operations.

The questionnaire takes approximately 30 to 45 minutes to complete per interviewee. Therefore, it was anticipated that each interviewer would be able to complete 4 to 5 questionnaires per day. This approach is very time-consuming and labour-intensive. However, the information obtained is accurate and detailed, providing a solid foundation for examining the trip characteristics of the sample population.

The analysis of the New Brunswick Mobility Club Project questionnaire results identified some inappropriate questions which did not indicate usable information. Questionnaire 2 is a revised survey form reflecting more appropriate questions.

Appendix E outlines the guidelines which should be followed by the interviewers before they begin their door-to-door interview appointments.

Depending upon the specific mobility concept approach adopted by the community developers, all or part of the questionnaires may be appropriate.

QUESTIONNAIRE # 1

Household # _____
of Questionnaires/Household _____
Questionnaire _____ of _____

CLUB DE MOBILITÉ — ACADIAN PENINSULA TRANSPORTATION DEMAND SURVEY

NOTE: ADMINISTER A SEPARATE QUESTIONNAIRE TO EACH PERSON IN THE HOUSEHOLD WHO IS PHYSICALLY DISABLED OR ELDERLY OR A SINGLE PARENT OR TO THE GUARDIAN OF A COGNITIVELY DISABLED PERSON.

The individual is considered: _____ PHYSICALLY DISABLED
_____ COGNITIVELY DISABLED
_____ ELDERLY
_____ SINGLE PARENT FAMILY

Age _____ Sex _____ Marital Status _____
M F M S

1. Number of persons in the household (including interviewee)?

- (a) 4 years of age or younger _____
- (b) 5 to 15 years of age _____
- (c) 16 to 64 years of age _____
- (d) 65 years or older _____

2. How many cars or motor vehicles such as vans and pickup trucks (in operating condition) does your household have? _____

3. Are any equipped with driving aids (hand controls, wheelchair lift, etc.)? Y _____ N _____

Description: _____

4. How many persons in your household are licensed drivers and able to drive? _____

5. Do you have a valid driver's license? Y _____ N _____

6. When did you last drive?

- (a) within past week _____
- (b) within past month _____

- (c) within past three months _____
- (d) more than one year _____
- (e) never drove in lifetime _____

7. Do you use any aids such as:

- | | | | |
|-------------------------|-------|----------------------------|-------|
| (a) wheelchair | _____ | (g) artificial limbs | _____ |
| (b) walker | _____ | (h) braces | _____ |
| (c) crutches | _____ | (i) hearing aid | _____ |
| (d) cane (walking) | _____ | (j) another person | _____ |
| (e) cane (blind person) | _____ | (k) other (please specify) | _____ |
| (f) guide dog | _____ | | _____ |
| | | | _____ |
| | | | _____ |

NOTE: ASK THESE QUESTIONS WITH CARE. IN MANY CASES YOU MAY BE ABLE TO JUDGE WHICH DISABILITIES AN INTERVIEWEE HAS WITHOUT ASKING. PRIMARY IDENTIFIES THE MOST TRANSPORTATION-LIMITING DISABILITY. SECONDARY INDICATES DISABILITIES WHICH CONTRIBUTE TO SOME DEGREE TOWARDS THE INDIVIDUAL'S RESTRICTED MOBILITY.

8. What disability(ies) do you have?

	<u>Primary</u>	<u>Secondary</u>
(a) arthritis	_____	_____
(b) blindness/partial sight	_____	_____
(c) cardio-vascular (heart)	_____	_____
(d) cerebral palsy	_____	_____
(e) epilepsy	_____	_____
(f) M.S./M.D.	_____	_____
(g) respiratory	_____	_____
(h) spinal cord/orthopedic	_____	_____
(i) hearing	_____	_____
(j) other (specify)	_____	_____

9. Do you have any difficulty doing the following activities which might be required of you when travelling?

(a) walking more than 600 feet (one block)	<u>Y</u>	<u>N</u>
(b) boarding or leaving a bus	<u>Y</u>	<u>N</u>
(c) standing in a moving bus	<u>Y</u>	<u>N</u>

(d) sitting down and getting up	<u>Y</u>	<u>N</u>
(e) reading information signs	<u>Y</u>	<u>N</u>
(f) hearing announcements	<u>Y</u>	<u>N</u>
(g) getting in and out of a car or taxi	<u>Y</u>	<u>N</u>
(h) riding in a car or taxi	<u>Y</u>	<u>N</u>
(i) travelling alone	<u>Y</u>	<u>N</u>

NOTE: IN THE NEXT THREE QUESTIONS WE ARE SEEKING TO DETERMINE TRAVEL DEMAND. USE THE APPROPRIATE COLUMNS AS STATED BY THE INTERVIEWEE, WE WILL MODIFY THE DATA. FOR EXAMPLE, LIST GROCERY TRIPS AS ONCE PER DAY OR TWICE PER WEEK OR THREE TIMES PER MONTH AS GIVEN BY THE INTERVIEWEE.

10. Can you tell me the frequency of your trips for the following purposes:

<u>Trip Purpose</u>	<u>Per Day</u>	<u>Per Week</u>	<u>Per Month</u>	<u>Per Year</u>
Work	_____	_____	_____	_____
Grocery Shopping	_____	_____	_____	_____
Medical Treatment	_____	_____	_____	_____
Shopping for goods other than groceries	_____	_____	_____	_____
Personal business (banking, library, etc.)	_____	_____	_____	_____
Educational/school/training	_____	_____	_____	_____
Recreational/Social	_____	_____	_____	_____
Church	_____	_____	_____	_____
Other (specify)	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____

NOTE: METHOD OF TRAVEL IN THE FOLLOWING QUESTION INCLUDES:

- (A) WALKING
- (B) DRIVING A VEHICLE
- (C) RIDING IN A VEHICLE:
 - 1. WITH FAMILY MEMBER
 - 2. WITH NON-FAMILY MEMBER
 - 3. WITH OTHER PERSON
- (D) TAXI
- (E) OTHER (SPECIFY)

USE THE ALPHABETIC DESIGNATOR FOR QUESTION 11.

11. Where do you normally go on your trips?

Trip Purpose	Destination (community, village etc.)	Typical Method of Travel	Time of Day Trip Usually Made	
			D-Day	E-Evening
Work	_____	_____	_____	_____
Grocery Shopping	_____	_____	_____	_____
Medical Treatment	_____	_____	_____	_____
Shopping for goods other than groceries	_____	_____	_____	_____
Personal business (banking library, etc.)	_____	_____	_____	_____
Educational/school/training	_____	_____	_____	_____
Recreational/Social	_____	_____	_____	_____
Church	_____	_____	_____	_____
Other (specify)	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____

12. Do you typically pay anyone for your trips?

Trip Purpose	Yes	No	Who Paid?
Work	_____	_____	_____
Grocery Shopping	_____	_____	_____
Medical Treatment	_____	_____	_____
Shopping for goods other than groceries	_____	_____	_____

Personal business (banking library, etc.)	_____	_____	_____
Educational/school/training	_____	_____	_____
Recreational/Social	_____	_____	_____
Church	_____	_____	_____
Other (specify)	_____	_____	_____

NOTE: MAKE A NOTE OF GENERAL COMMENTS MADE DURING THE FOLLOWING QUESTION. THIS WILL AID US IN DETERMINING COMMON THEMES.

13. If there was an accessible transportation system designed for your use, what types of trips would you use it for?

Trip Purpose	How Many More Trips?			
	<u>Per Day</u>	<u>Per Week</u>	<u>Per Month</u>	<u>Per Year</u>
Work	_____	_____	_____	_____
Grocery Shopping	_____	_____	_____	_____
Medical Treatment	_____	_____	_____	_____
Shopping for goods other than groceries	_____	_____	_____	_____
Personal business (banking, library, etc.)	_____	_____	_____	_____
Educational/school/training	_____	_____	_____	_____
Recreational/Social	_____	_____	_____	_____
Church	_____	_____	_____	_____
Other (specify)	_____	_____	_____	_____

14. Which social/service clubs do you belong to?

15. Do you receive financial assistance?

- (a) Company pension _____
- (b) Canada pension _____
- (c) Disability allowance _____
- (d) Income assistance _____
- (e) Other financial assistance (specify) _____

16. Can you tell me about the head of the household's:

(a) occupation _____ retired _____

(b) currently employed Y N full-time part-time

17. Please estimate which of the following categories corresponds to the *combined* income (before taxes), of your entire *household*?

Approximate household income before taxes

- (a) less than \$5,000 (less than \$415 monthly) _____
- (b) \$5,000 to \$9,999 (\$417 to \$833 monthly) _____
- (c) \$10,000 to \$14,999 (\$834 to \$1,249 monthly) _____
- (d) \$15,000 to \$24,999 (\$1,250 to \$2,083 monthly) _____
- (e) \$25,000 to \$34,000 (\$2,084 to \$2,917 monthly) _____
- (f) \$35,000 or more (\$2,918 or more monthly) _____
- (g) refused to answer or doesn't know _____

NOTE: INSERT ADDRESS OF THE INTERVIEWEE. WE NEED THIS FOR OUR ORIGIN-DEMAND TRAVEL SURVEY.

ADDRESS OF INTERVIEWEE: _____

QUESTIONNAIRE # 2

Household # _____
of Questionnaires/Household _____
Questionnaire _____ of _____

CLUB DE MOBILITÉ — ACADIAN PENINSULA TRANSPORTATION DEMAND SURVEY

NOTE: ADMINISTER A SEPARATE QUESTIONNAIRE TO EACH PERSON IN THE HOUSEHOLD WHO IS PHYSICALLY DISABLED OR ELDERLY OR A SINGLE PARENT OR TO THE GUARDIAN OF A COGNITIVELY DISABLED PERSON.

The individual is considered: _____ PHYSICALLY DISABLED
_____ COGNITIVELY DISABLED
_____ ELDERLY
_____ SINGLE PARENT FAMILY

Age ____ Sex ____ Marital Status ____
M F M S

1. How many cars or motor vehicles such as vans and pickup trucks (in operating condition) does your household have? _____

2. Are any equipped with driving aids (hand controls, wheelchair lift, etc.)? Y ____ N ____

Description: _____

3. How many persons in your household are licensed drivers and able to drive? _____

4. Do you have a valid driver's license? Y ____ N ____

IF NO: Have you ever had a valid licence? Y ____ N ____

5. When did you last drive?

(a) within past six months _____

(b) over six months ago _____

6. Do you use any aids such as:

(a) wheelchair _____ (d) cane (walking) _____

(b) walker _____ (e) cane (blind person) _____

(c) crutches _____ (f) guide dog _____

- | | | | |
|----------------------|-------|----------------------------|-------|
| (g) artificial limbs | _____ | (j) another person | _____ |
| (h) braces | _____ | (k) other (please specify) | _____ |
| (i) hearing aid | _____ | | _____ |
| | | | _____ |
| | | | _____ |

NOTE: ASK THESE QUESTIONS WITH CARE. IN MANY CASES YOU MAY BE ABLE TO JUDGE WHICH DISABILITIES AN INTERVIEWEE HAS WITHOUT ASKING. PRIMARY IDENTIFIES THE MOST TRANSPORTATION-LIMITING DISABILITY. SECONDARY INDICATES DISABILITIES WHICH CONTRIBUTE TO SOME DEGREE TOWARDS THE INDIVIDUAL'S RESTRICTED MOBILITY.

7. What disabilities do you have?

	<u>Primary</u>	<u>Secondary</u>
(a) arthritis	_____	_____
(b) blindness/partial sight	_____	_____
(c) cardio-vascular (heart)	_____	_____
(d) cerebral palsy	_____	_____
(e) epilepsy	_____	_____
(f) M.S./M.D.	_____	_____
(g) respiratory	_____	_____
(h) spinal cord/orthopedic	_____	_____
(i) hearing	_____	_____
(j) other (specify)	_____	_____

8. Do you have any difficulty doing the following activities which might be required of you when travelling?

(a) walking more than 600 feet (one block)	<u>Y</u>	<u>N</u>
(b) boarding or leaving a bus	<u>Y</u>	<u>N</u>
(c) standing in a moving bus	<u>Y</u>	<u>N</u>
(d) sitting down and getting up	<u>Y</u>	<u>N</u>
(e) reading information signs	<u>Y</u>	<u>N</u>
(f) hearing announcements	<u>Y</u>	<u>N</u>
(g) getting in and out of a car or taxi	<u>Y</u>	<u>N</u>

(h) riding in a car or taxi

Y N

(i) travelling alone

Y N

NOTE: IN THE NEXT THREE QUESTIONS WE ARE SEEKING TO DETERMINE TRAVEL DEMAND. USE THE APPROPRIATE COLUMNS AS STATED BY THE INTERVIEWEE, WE WILL MODIFY THE DATA. FOR EXAMPLE, LIST GROCERY TRIPS AS ONCE PER DAY OR TWICE PER WEEK OR THREE TIMES PER MONTH AS GIVEN BY THE INTERVIEWEE.

9. Can you tell me the frequency of your trips for the following purposes:

<u>Trip Purpose</u>	<u>Per Month</u>	<u>Not Applicable</u>
9.1 Work	_____	_____
9.2 Grocery Shopping	_____	_____
9.3 Medical Treatment	_____	_____
9.4 Shopping for goods other than groceries	_____	_____
9.5 Personal business (banking, library, etc.)	_____	_____
9.6 Educational/school/training	_____	_____
9.7 Recreational/Social	_____	_____
9.8 Church	_____	_____
9.9 Other (specify)	_____	_____

NOTE: METHOD OF TRAVEL IN THE FOLLOWING QUESTION INCLUDES:

(A) WALKING

(B) DRIVING A VEHICLE

(C) RIDING IN A VEHICLE: — 1. WITH FAMILY MEMBER
2. WITH FRIEND
3. WITH OTHER PERSON

(D) TAXI

(E) OTHER (SPECIFY) _____

USE THE ALPHABETIC DESIGNATOR FOR QUESTION 10.

10. Where do you normally go on your trips?

<u>Trip Purpose</u>	<u>Length of One-way Trip</u>		<u>Destination (community, village etc.)</u>	<u>Typical Method of Travel</u>	<u>Time of Day Trip Usually Made</u>
	<u>Greater Than 20 minutes (G)</u>	<u>Less than 20 minutes (L)</u>			<u>D-Day E-Evening</u>
Work	_____	_____	_____	_____	_____
Grocery Shopping	_____	_____	_____	_____	_____
Medical Treatment	_____	_____	_____	_____	_____
Shopping for goods other than groceries	_____	_____	_____	_____	_____
Personal business (banking, library, etc.	_____	_____	_____	_____	_____
Educational/ school/training	_____	_____	_____	_____	_____
Recreational/Social	_____	_____	_____	_____	_____
Church	_____	_____	_____	_____	_____
Other (specify)	_____	_____	_____	_____	_____

NOTE: MAKE A NOTE OF GENERAL COMMENTS MADE DURING THE FOLLOWING QUESTION. THIS WILL AID US IN DETERMINING COMMON THEMES.

11. If a transportation system was designed for your use (at a nominal cost), would you:

1. not be interested in the service
2. use the service to
 - (a) satisfy your current needs
 - (b) supplement your current needs

12. Do you receive financial assistance?

(a) company pension _____

(b) Canada pension _____

(c) disability allowance _____

(d) income assistance (welfare) _____

(e) other financial assistance: (specify) _____

13. Which social/service clubs do you belong to?

14. Can you tell me about the head of the household's:

(a) occupation _____ retired _____

(b) currently employed _____
Y N full-time part-time

15. Please estimate which of the following categories corresponds to the combined income (before taxes), of your entire household

Approximate household income before taxes

(a) less than \$5,000 (less than \$415 monthly) _____

(b) \$5,000 to \$9,999 (\$417 to \$833 monthly) _____

(c) \$10,000 to \$14,999 (\$834 to \$1,249 monthly) _____

(d) \$15,000 to \$24,999 (\$1,250 to \$2,083 monthly) _____

(e) \$25,000 to \$34,999 (\$2,084 to \$2,917 monthly) _____

(f) \$35,000 or more (\$2,918 or more monthly) _____

(g) refused to answer or doesn't know _____

NOTE: INSERT ADDRESS OF THE INTERVIEWEE. WE NEED THIS FOR OUR ORIGIN-DEMAND TRAVEL SURVEY.

ADDRESS OF INTERVIEWEE: _____

APPENDIX E
INTERVIEWER INSTRUCTIONS

APPENDIX E

INTERVIEWER INSTRUCTIONS

In order for the survey questionnaire to record appropriate and accurate information the interviewer must understand the purpose behind the questions and be aware of the necessity for complete and concise information. Recruiting and training personnel to perform the interviews is a very important aspect of the project. The success of the program is heavily dependent on the quality of the interviewers. Individuals with previous experience are preferred. Usually, the volunteer bureau can identify suitable individuals for the survey function. Potential interviewers should be evaluated according to their clarity of speech, personality and courteousness.

The following points should be followed to increase the probability of a successful and useful survey:

Coordinator

1. Appointments should be made with the interviewee one or two days prior to the appointment. Confirmation of the session should be made the day of the scheduled interview.
2. Interviews should be coordinated geographically to reduce the travel time involved between interviews.
3. The coordinator should review the questionnaire thoroughly with the interviewer before the survey starts. The interviewer should be given at least one trial and mock-up interview with the coordinator.
4. The performance and quality of the responses should be monitored each day during the initial stages of the survey. The number of completed questionnaires is dependent upon the efficiency of the interviewers and the proximity of the scheduled interviews.

Interviewer:

1. Notify the coordinator of any difficulties or problems experienced during the daily sessions.
2. Identify yourself and the agency or group that you represent. Ask to speak to the head of the household or the individual scheduled for the interview. Describe the intent of the interview and the services which could POSSIBLY transpire. Ideally, a standard introductory statement should be prepared for the interviewer.

3. Inform the individual that they are not obligated to answer any questions, it is a voluntary interview. Their house was chosen at random from a telephone directory. The questionnaire is not designed to make them uncomfortable. The information will help in the development of a potential accessible service.
4. Be polite, courteous and maintain your schedule. Keep in mind that your next interviewee is expecting you at a specific time.
5. Make general comments on the back of the questionnaire which may be of some assistance to the coordinator. For example, the income level may not be answered, however, the interviewer may be able to judge the income level (estimated amount or low/middle/high income level).
6. Perhaps the optimal interviewer would be a disabled person. In certain cases, the individual may be travel independent (own a vehicle) and able to do the door-to-door interviews. Otherwise, they could participate in the telephone survey. These persons would likely make conscientious and understanding interviewers (with the exception of those persons with disabilities which may inhibit their effectiveness in conducting interviews) who can relate to the physical and attitudinal barriers the respondents encounter with respect to transportation services.
7. The interviewer should not express his/her personal opinion about any reply to a question verbally or by the tone of the voice.
8. Do not “lead” the respondent by adding words or comments to the questions. Elaboration of the questions should only occur if the respondent does not understand the base question.
9. Thank the interviewee for his/her interest and time spent during the interview.

APPENDIX F
POTENTIAL SOURCES OF INFORMATION

APPENDIX F

POTENTIAL SOURCES OF INFORMATION

Potential user statistics is the first and perhaps most difficult aspect of mobility club development. Statistics Canada publishes information pertaining to the transportation of persons with disabilities. In 1986, a Canadian census was held and specific information was included with respect to the mobility of individuals. The published findings may not be reliable population indicators for the development of a mobility club in a small urban or rural community. Potential census information sources include the following groups or agencies:

- community groups
- senior citizen groups
- service/advocacy groups
- churches
- Provincial Department of Education
- Provincial Department of Transportation
- Provincial Department of Health and Community Services
- Statistics Canada publications
- Provincial Association of Nursing Homes
- previous community surveys

These sources may only give estimates of the number of individuals. Assembling information from various sources may result in double counting. Although the numbers may not be precise they do offer an indication of the potential users in the community.

APPENDIX G
FUNDING SOURCES

APPENDIX G

FUNDING SOURCES

The funding arrangements will vary from province to province. Table G.1 lists the existing provincial policies regarding funding for accessible transportation services. Transport Canada provides assistance to small urban and rural communities across Canada through its Accessible Vehicle Acquisition Program. Details are contained in Appendix H.

Other potential funding sources include:

- service clubs
- business organizations
- senior citizen organizations
- organizations of and for disabled persons
- private donations
- fare box

TABLE G.1

**SUMMARY OF EXISTING PROVINCIAL POLICIES REGARDING
FUNDING OF TRANSIT SERVICES FOR PERSONS WITH DISABILITIES**

Province	Program and Administering Dept.	Eligibility Criteria	Delivery Mechanism	Funding by Province
Alberta (1985)	Alberta Transportation: Special transportation services program for the elderly, the handicapped and the disabled.	Most systems are for "adults who would have difficulty using regular transit". Small communities may serve broader categories, all ages and handicaps.	Municipality is responsible for delivery. Several provider options including use of taxis.	75 % of study costs. All rural and urban communities receive unconditional grants of \$3.00 per capita. In small cities and large towns without conventional transit service an additional \$3.00 per capita may be granted to fund a "paratransit" service.
British Columbia (1985)	BC Transit: Handy DART or "Custom Transit". "Paratransit" services for communities without conventional transit.	To assist persons who cannot use conventional services without assistance. Includes all ages, incomes, and mental handicaps.	In greater Vancouver and Victoria, BC Transit contracts directly with the operating companies. In smaller communities, the municipality is also a party to these agreements. Agreements stipulate annual hours of service and operating budgets. BC Transit monitors service and assists operators with planning and technical advice.	Farebox revenue is targeted at 10 % of costs. A provincial supplement contributes 25 % in greater Vancouver and Victoria and 20 % in smaller communities. The deficit is shared between the province and municipality in accordance with a financing formula and agreement. In the fourth and subsequent years of custom transit operation, the province normally contributes 66.7 % of the deficit. BC Transit leases most vehicles to operators, funds 50 % of feasibility study costs, and provides technical support.
Manitoba (1985)	Urban Affairs: "Handi Transit" program. Dept. of Highways and Transportation for rural program.	By Municipality. Eligible users are the physically handicapped who cannot use public transit. 22 rural areas served.	Municipality provides vehicles. Province sets out initial expectations of service.	Municipal — 50% Provincial — 50% for cities and 37.5% for rural areas. Rural funding limit of \$10 000 for vehicles and \$20 000 for operations.
New Brunswick (1985)	No specific legislation.	Funding and service policies are the responsibility of the local municipalities (in accordance with the unconditional municipal grant structure).	Only one city provides service as an element of the public transit system.	No specific general program for special needs transportation. Funding from the federal. Urban Transportation Assistance Program (UTAP) was used until 1983. The Transport Canada Program for Assistance with the acquisition of vehicles for Transportation of the Handicapped in small Urban and Rural areas has been used since 1984-85. Provincial support is also provided by means of a) provincially owned/operated special transportation vehicles and specific conveyance contracts provided by the Department of Education; b) the Department of Health and Community Services; and c) the Department of Income Assistance.
Newfoundland	Department of Transportation.	Those persons who have difficulty using conventional transit due to a disability.	St. John's only has an on-demand service operated by a local service organization.	Provision and maintenance of vehicles. Provincial operating subsidies.
Nova Scotia (1985)	Department of Municipal Affairs. (Policy adopted in 1979).	All handicapped persons.	Municipal transit agency contracts for service.	Province provides: — 50% of capital costs. — Operating subsidy of \$1.15 per capita in 1985.

Source: Background Document on New Brunswick Special Needs Transportation Study", Fiander-Good Associates Ltd., 1986

TABLE G.1

SUMMARY OF EXISTING PROVINCIAL POLICIES REGARDING
FUNDING OF TRANSIT SERVICES FOR PERSONS WITH DISABILITIES

Province	Program and Administering Dept.	Eligibility Criteria	Delivery Mechanism	Funding by Province
Ontario (1979)	Ministry of Transportation & Communications. Transportation for the Physically Disabled.	Any municipality, regardless of whether they have existing public transit. Definition of user is physically disabled person who is unable to board regular transit facilities. No age, income limitations. Includes mentally handicapped who meet definition.	Municipality sets up systems and selects own operator. Province reviews contracts and proposals. Sets explicit service and safety standards, administrative procedures and monitoring requirements.	Province provides: — 50% of capital costs. — Basic subsidy of 25 % of eligible operating costs if province assisted in funding vehicles; 30% if province did not. — Further subsidy of \$2.60 per trip. — Supplementary assistance if trip lengths exceed 9 km.
P.E.I.	No specific policy, Social Services subsidy in Charlottetown.	By municipality.	Only Charlottetown has service.	None
Quebec (1983)	Ministère des transports. Subventions au transport des Personnes Handicapées.	Eligibility committee with municipal and user advocate representatives. Definition based on ability to use conventional transit with dignity.	Municipality is key. Some 400 municipalities are served by 55 systems.	Province provides: — 75% of capital costs. — 75% of operating costs.
Saskatchewan (1985)	Department of Urban Affairs: "Transit for the Disabled Program".	Municipalities define eligibility. Generally: "To assist all persons who cannot use conventional transit systems with dignity".	Municipality. Communities own vehicles and contract for service. Province sets out certain service conditions.	Province provides: — 75% of acquisition of specially equipped vehicles. — 50% of operating deficit. — 75% for studies and demonstration projects.
Yukon	Department of Health and Human Resources.	"Unable to use conventional transit" — includes physically and mentally handicapped.	Yukon Government has a contract with Whitehorse Transit only.	Yukon Government provides: — 60% capital. — 100% operating.

APPENDIX H

TRANSPORT CANADA ACCESSIBLE VEHICLE ACQUISITION PROGRAM

APPENDIX H

TRANSPORT CANADA ACCESSIBLE VEHICLE ACQUISITION PROGRAM

This appendix contains a program description, eligibility criteria, terms and conditions, as well as an application form for funding under the Transport Canada Accessible Vehicle Acquisition Program.

**ASSISTANCE FOR THE ACQUISITION
OF
ACCESSIBLE VEHICLES FOR THE TRANSPORTATION
OF THE DISABLED PERSONS
IN
SMALL URBAN OR RURAL COMMUNITIES
("ACCESSIBLE VEHICLE ACQUISITION PROGRAM")**

**PROGRAM DESCRIPTION
ELIGIBILITY CRITERIA
TERMS AND CONDITIONS**

Please address inquiries and applications to:

TRANSPORTATION OF DISABLED PERSONS DIRECTORATE
TRANSPORT CANADA
PLACE DE VILLE, TOWER C
OTTAWA, ONTARIO
K1A 0N5

TEL: (613) 991-6412

TRANSPORT CANADA:

ACCESSIBLE VEHICLE ACQUISITION PROGRAM

A. PROGRAM DESCRIPTION

Transport Canada's Accessible Vehicle Acquisition Program is designed to introduce accessible transportation to small urban and rural communities.

Two types of capital contributions are available:

TYPE I:

\$25,000 or 80 %, whichever is less, towards the purchase price of a new or used accessible vehicle;

TYPE II:

\$5,000 or 80 %, whichever is less, towards the cost of retrofitting new or existing vehicles with accessible features to a maximum of 5 vehicles.

B. ELIGIBILITY

1. Organizations (public or private) wishing to provide a transportation service for disabled persons in a small urban or rural community. (maximum population of 10,000)
2. The vehicle is for the transportation of disabled persons. In accordance with the Transport Canada Policy Statement of 1983 and for the purposes of this program, disabled persons include any person who has a physical, mental or medical condition, either permanent or temporary, that limits his/her ability to use public transportation vehicles.
3. The vehicle is to have accessible features (improved access) such as larger door openings, lower floor and step heights, careful placement of grab rails, wheelchair lifts and tie-downs, improved visual and audio information systems.
4. The applicant is willing to abide by the Program Terms and Conditions and complete the Application Form appended.

C. TERMS AND CONDITIONS OF A CAPITAL CONTRIBUTION

1. The Director General, Coordination (Transportation of Disabled Persons Directorate), Transport Canada is delegated to carry out on behalf of the Minister of Transport all actions of Canada referred to in the Terms and Conditions. The Director General has full authority to sign contribution

arrangements for projects approved by the Minister and to approve payments.

2. Transport Canada will review applications and recommend projects to the Minister for final approval. Projects will be measured according to the completeness of their application and conformity with Program eligibility criteria as well as the Terms and Conditions.
3. The applicant shall be a corporate entity in order to limit the legal liability of an individual. Recipients will be provinces, municipal corporations, community groups or private organizations duly authorized to operate a transportation service for the disabled in a specified locality (small urban or rural community).
4. The applicant shall have the authority to sign a project contribution agreement (contract) outlining the Terms and Conditions of a capital contribution, including the production of an accounting of the monies received.
5. The applicant should be able to show that they are, or will be authorized to operate a transportation service for disabled persons in their locality.
6. The applicant shall demonstrate a serious commitment to keeping the accessible transportation service in operation in the long term, once it has been established.
7. The accessible transportation service will be provided to all disabled persons in the community without regard to any group membership or affiliation.
8. The maximum amount for any recipient is 80 % of the purchase price of a vehicle properly equipped for the transportation of disabled persons, to a maximum of \$25,000.
9. Transport Canada shall advance 95 % of the capital contribution upon receipt of an invoice or purchase order. The remaining 5 % is held back until the Information Survey is completed. In exceptional circumstances, an advance is made in order to secure a purchase order.
10. Successful applicants shall complete an Information Survey after 6 months of operational experience with the new acquisition. The information to be reported will cover such matters as number of passengers, number of trip miles, operating costs, unit costs etc.
11. Recipients of the capital acquisition will be expected to submit a full financial accounting of their purchase and Transport Canada reserves the right to audit the amount of all claims and payments and the accounts and records of the recipients relating thereto.

12. The Terms and Conditions will continue to apply for a period of two years following receipt of the capital contributions.
13. Provision shall be made to acknowledge that the project is financed by a contribution from the Government of Canada. This federal recognition shall conform to the following:
 - a) The signs will be at least 12" x 24" and will be permanently affixed to convenient locations on both sides of the van.
 - b) The sign will be bilingual and will contain the following messages:

"The purchase of this vehicle was subsidized by the Government of Canada and _____."

"L'achat de ce véhicule a été subventionné par le Gouvernement du Canada et _____."
 - c) The signs may be painted directly on the vans or may be painted or otherwise inscribed on a metal or plastic plaque, which in turn is firmly fastened onto the van.
14. Any public announcement and any official opening ceremony, where planned, shall be arranged jointly by the recipient and the Minister of Transport.



ACCESSIBLE VEHICLE ACQUISITION PROGRAM

APPLICATION FOR CAPITAL ASSISTANCE

PROGRAMME D'ACQUISITION DE VÉHICULES ACCESSIBLES

DEMANDE D'AIDE FINANCIÈRE

INSTRUCTIONS

- ANSWER QUESTIONS COMPLETELY AND PROVIDE APPROPRIATE ATTACHMENTS. THE COMPLETENESS OF INFORMATION PROVIDED WILL CONTRIBUTE TO EVALUATION OF APPLICATIONS. ATTACH ADDITIONAL SHEETS AS REQUIRED.
- SUBMIT A COMPLETED ORIGINAL APPLICATION TO THE DIRECTOR, TRANSPORTATION OF DISABLED PERSONS DIRECTORATE, TRANSPORT CANADA, PLACE DE VILLE, TOWER "C", OTTAWA, ONT., K1A 0N5.
- AFTER RECEIPT OF YOUR APPLICATION, THE OFFICER RESPONSIBLE FOR THE PROGRAM MAY REQUEST ADDITIONAL INFORMATION.
- ALL INFORMATION PROVIDED WILL BE PROTECTED AGAINST UNAUTHORIZED ACCESS.
- RÉPONDRE À TOUTES LES QUESTIONS ET FOURNIR LES PIÈCES APPROPRIÉES. L'EXHAUSTIVITÉ DES RENSEIGNEMENTS FOURNIS FACILITERA L'ÉVALUATION DES DEMANDES, ANNEXER AU BESOIN DES FEUILLES SUPPLÉMENTAIRES.
- PRÉSENTER L'ORIGINAL DUMENT REMPLI DE LA DEMANDE AU DIRECTEUR, DIRECTION GÉNÉRALE DU TRANSPORT DES PERSONNES HANDICAPÉES, TRANSPORTS CANADA, PLACE DE VILLE, TOUR C, OTTAWA (ONTARIO), K1A 0N5.
- APRÈS AVOIR REÇU LA DEMANDE, L'AGENT RESPONSABLE DU PROGRAMME EXIGERA PEUT-ÊTRE DES RENSEIGNEMENTS SUPPLÉMENTAIRES.
- AUCUNE PERSONNE NON AUTORISÉE N'AURA ACCÈS AUX RENSEIGNEMENTS FOURNIS.

A. IDENTIFICATION OF THE APPLICANT – IDENTIFICATION DU DEMANDEUR

1. NAME OF APPLICANT – NOM DU DEMANDEUR	
2. ADDRESS – ADRESSE	POSTAL – CODE – POSTAL

B. BASIC ELIGIBILITY – ADMISSIBILITÉ DE BASE

3. APPLICANT IS AUTHORIZED TO OPERATE A TRANSPORTATION SERVICE LE DEMANDEUR EST AUTORISÉ À EXPLOITER UN SERVICE DE TRANSPORT	<input type="checkbox"/> YES OUI	<input type="checkbox"/> NO NON
4. APPLICANT IS A CORPORATE ENTITY LE DEMANDEUR EST UNE ENTITÉ CONSTITUÉE	<input type="checkbox"/> YES OUI	<input type="checkbox"/> NO NON
5. APPLICANT WILL SERVE A SMALL URBAN OR RURAL COMMUNITY (NOT EXCEEDING 10,000 POPULATION) LE DEMANDEUR DESSERVIRA UNE PETITE LOCALITÉ URBAINE OU RURALE (NE DÉPASSANT PAS 10 000 HABITANTS)	<input type="checkbox"/> YES OUI	<input type="checkbox"/> NO NON

C. BACKGROUND – EXPOSÉ

6. PROVIDE A BRIEF BACKGROUND OF THE ORGANIZATION ESPECIALLY IN THE AREA OF SERVICES FOR DISABLED PERSONS AND INITIATIVES IN TRANSPORTATION FOR DISABLED PERSONS.	FOURNIR UN BREF EXPOSÉ SUR L'ORGANISME CONCERNÉ, SURTOUT DANS LE DOMAINE DES SERVICES OFFERTS AUX PERSONNES HANDICAPÉES ET DES INITIATIVES PRISES DANS CE DOMAINE
---	---

D EXISTING LOCAL TRANSPORTATION SERVICES – SERVICES DE TRANSPORT LOCAUX ACTUELS

7. CURRENT STATUS OF TRANSPORTATION SERVICES IN THE AREA

LA SITUATION ACTUELLE DES SERVICES DE TRANSPORT

☐ PUBLIC BUS
AUTOBUS☐ CHARTER BUS
SERVICES D'AFFRÈTEMENT☐ PRIVATE SERVICES
TRANSPORT PRIVÉS☐ TAXI
TAXIS8. THE PROPOSED SERVICE WILL
LE SERVICE PROPOSÉ SERVIRA À☐ PROVIDE A NEW SERVICE
FOURNIR UN NOUVEAU SERVICE☐ SUPPLEMENT EXISTING SERVICE
FOURNIR UN SERVICE
ADDITIONNEL☐ REPLACE EXISTING VEHICLES
REEMPLACER LES VÉHICULES
EXISTANTS**E PROPOSED SERVICE – SERVICE PROPOSÉ**9. TYPE OF SERVICE
GENRE DE SERVICE☐ FIXED ROUTE
ITINÉRAIRE FIXE☐ DEMAND
DEMANDE☐ COMBINATION (SPECIFY)
COMBINAISON (PRÉCISEZ) _____10. DAYS AND HOURS OF OPERATION
JOURS ET HEURES D'EXPLOITATION11. TRIP PURPOSE (PERCENTAGE ESTIMATE)
BUT DU DÉPLACEMENT☐ RECREATIONAL
RÉCRÉATIF _____ %☐ VOCATIONAL
PROFESSIONNEL _____ %☐ EDUCATIONAL
SCOLAIRE _____ %☐ MEDICAL
MÉDICAL _____ %☐ OTHER (SPECIFY)
AUTRES (PRÉCISEZ) _____12. ELIGIBLE USERS
PERSONNES ADMISSIBLES☐ ONLY DISABLED PERSONS
PERSONNES HANDICAPÉES SEULEMENT☐ DISABLED AND NON-DISABLED PERSONS
PERSONNES HANDICAPÉES ET NON HANDICAPÉES☐ GENERAL POPULATION
POPULATION EN GÉNÉRAL☐ ONLY MEMBERS OF A PARTICULAR RESIDENCE OR GROUP (SPECIFY)
PERSONNES MEMBRES D'UN CENTRE OU D'UN GROUPE PARTICULIER (PRÉCISEZ) _____13. INDICATE METHODS OR DATA (I.E. SURVEY) USED TO IDENTIFY THE MARKET
INDIQUER LES MÉTHODES OU LES DONNÉES UTILISÉES (OBTENUES AU MOYEN DU FORMULAIRE) POUR PRÉCISER LA CLIENTÈLE14. GENERAL USAGE
UTILISATION GÉNÉRALEIN CASES WHERE DEMAND EXCEEDS CAPACITY, SERVICE WILL BE PROVIDED
LORSQUE LA DEMANDE DÉPASSERA LA CAPACITÉ, LE SERVICE SERA-T-IL FONDÉ SUR☐ FIRST COME, FIRST SERVE
PREMIER ARRIVÉ, PREMIER SERVI☐ PRIORITY SYSTEM
PRIORITÉ(I.E. BY PURPOSE OF TRIP, ETC.) - SPECIFY
(C.-À-DIRE SELON LE BUT DU DÉPLACEMENT) - PRÉCISEZ15. DESCRIBE AREA TO BE SERVED BY PROPOSED SERVICES IN TERMS OF SIZE AND POPULATION. IF POSSIBLE ATTACH A MAP.
DÉCRIRE LA RÉGION QUI SERA DESSERVIE PAR LE SERVICE PROPOSÉ, EN FONCTION DE SES DIMENSIONS ET DE SA POPULATION,
ANNEXER UNE CARTE SI POSSIBLE.

F VEHICLE COSTS – FRAIS DE VÉHICULE

16. PROVIDE DETAILED DESCRIPTION OF THE VEHICLE (INCLUDING OPTIONS AND IMPROVED ACCESSIBILITY FEATURES) AND OF THE COST (DEALER QUOTES, TENDERS).
FOURNIR UNE DESCRIPTION DÉTAILLÉE DU VÉHICULE (NOTAMMENT DES ACCESSOIRES ET DE L'ACCESSIBILITÉ ACCRUE) ET DES FRAIS ENGAGÉS (PRIX COTÉS PAR LES CONCESSIONNAIRES, APPELS D'OFFRES).

G SOURCES OF FUNDING – SOURCES DE FINANCEMENT

17. CAPITAL – SPECIFY OTHER EXPECTED SOURCE(S) OF CAPITAL FUNDING. INCLUDING OTHER MUNICIPAL OR PROVINCIAL GRANTS, ATTACH LETTERS WHERE APPROPRIATE.

IMMOBILISATIONS – PRÉCISER D'AUTRES SOURCES PRÉVUES DE FINANCEMENT D'IMMOBILISATIONS, NOTAMMENT D'AUTRES SUBVENTIONS MUNICIPALES OU PROVINCIALES. ANNEXER DES LETTRES S'IL Y A LIEU.

☐ MUNICIPAL GRANTS
SUBVENTIONS MUNICIPALES \$ _____

☐ PROVINCIAL GRANTS
SUBVENTIONS PROVINCIALES \$ _____

☐ COMMUNITY FUND RAISING/
ORGANIZATION
LEVÉES DE FONDS COMMUNAUTAIRES/
D'ORGANISATIONS \$ _____
☐ OTHER
AUTRES \$ _____

18. OPERATING – LIST SOURCES OF OPERATING COSTS (INCLUDE FUTURE YEARS COMMITMENTS).

FRAIS D'EXPLOITATION – ÉNUMÉRER LES SOURCES DE FRAIS D'EXPLOITATION (INCLURE LES ENGAGEMENTS RELATIFS AUX ANNÉES À VENIR).

SOURCE – SOURCES	1987	1988	1989	1990	1990 AND FUTURE ET À VENIR

H COMMUNITY INVOLVEMENT – PARTICIPATION COMMUNAUTAIRE

19. OUTLINE GENERAL LEVEL OF COMMITMENT OF YOUR COMMUNITY TO THE PROPOSED SERVICE. INCLUDE LETTERS OF SUPPORT FROM COMMUNITY ORGANIZATIONS, M.P.'S. INDICATIONS OF VOLUNTEER COMMITMENT.

INDIQUER LE NIVEAU DE L'ENGAGEMENT PRIS PAR LA LOCALITÉ À L'ÉGARD DU SERVICE PROPOSÉ. INCLURE LES LETTRES D'APPUI PROVENANT D'ORGANISMES COMMUNAUTAIRES ET DE DÉPUTÉS, AINSI QUE LES INDICATIONS D'APPUI BÉNÉVOLE.

I PROPOSED OPERATING BUDGET – BUDGET D'EXPLOITATION PROPOSÉ

20. OUTLINE ANTICIPATED REVENUES (INCLUDING SUCH DETAILS AS PASSENGER FARE AND FEE STRUCTURE) AND EXPENDITURES.
DONNER UN APERÇU DES REVENUS ANTICIPÉS (INCLURE DES DÉTAILS TELS QUE LES TARIFS DE VOYAGEURS ET LA STRUCTURE DE PRIX) ET DÉPENSES ANTICIPÉES.

J LICENCING – IMMATRICULATION

21. PROVIDE DETAILS OF:
FOURNIR LES PRÉCISIONS SUIVANTES:

a) OWNERSHIP AND INSURANCE – PROPRIÉTÉ ET ASSURANCES

b) LICENCE (OR APPLICATION FOR) REQUIRED TO OPERATE A TRANSPORTATION SERVICE
PERMIS (OU DEMANDE DE) EXIGÉ POUR EXPLOITER UN SERVICE DE TRANSPORT

c) LICENCE REQUIRED BY DRIVER
PERMIS NÉCESSAIRE AU CONDUCTEUR

K PROGRAM AWARENESS – SENSIBILISATION AU PROGRAMME

22. INDICATE SOURCE OF INFORMATION OF EXISTENCE OF PROGRAM
INDIQUER LA SOURCE DE RENSEIGNEMENTS SUR LE PROGRAMME

☐ NEWSPAPER
JOURNAL

☐ COMMUNITY GROUP
GROUPEMENT COMMUNAUTAIRE

☐ MEMBER OF PARLIAMENT
DÉPUTÉ

☐ OTHER (SPECIFY)
AUTRE (PRÉCISEZ) _____

APPENDIX I

SELECTED LIST OF MANUFACTURERS SPECIALIZING IN VEHICLE MODIFICATIONS

ANNEX I

SELECTED LIST OF MANUFACTURERS SPECIALIZING IN VEHICLE MODIFICATIONS

Modified vehicles can normally be acquired through local automobile dealerships. There are, however, firms which specialize in supplying modified vans or buses. A selection of these firms is listed below.

A group considering acquiring a modified vehicle should contact other operations which have purchased a similar one. They may suggest or recommend a supplier or vehicle options.

CANADA

Canadian BlueBird Sales Co.
P.O. Box 880
Brantford, Ontario
N3T 5R7
(519) 759-4960

Ontario Bus Industries Inc.
5395 Maingate Drive
Mississauga, Ontario
L4W 1G6
(416) 625-9510

Para Industries Ltd.
74 Jamie Street
Nepean, Ontario
K2E 6T6
(613) 226-5506

Thomas Built Buses of Canada Ltd.
Box 580
Woodstock, Ontario
N4S 7Z5
(519) 759-4960

Joyride Lift
19 Grenfell Crescent, Unit #2
Nepean, Ontario
K2G 0G2
(613) 723-0010

Capital Bus Sales
1550 Innes Road
Ottawa, Ontario
K1B 3V5
(613) 741-3600

Girardin Corporation
33 High Ridge Court
Cambridge, Ontario
N1R 7L3
(519) 622-0666

Les Élévateurs Juré Ltée
14 750 Gouin Boulevard West
Pierrefonds, Québec
H9H 1B2
(514) 626-0261

MacNab Bus Sales
439 Bell Street
Ingersoll, Ontario
N5C 3K1
(519) 485-3340

New Flyer Industries Limited
600 Pandora Avenue
P.O. Box 245, Transcona P.O.
Winnipeg, Manitoba
R2C 3T4
(204) 224-1251

Welles Corp. Ltd.
D/B/A Wayne Canada
P.O. Box 2040, Walkerville P.O.
Windsor, Ontario
N8Y 4R5
(519) 945-6311

UNITED STATES

Blue Bird Body Company
P.O. Box 937
Fort Valley, GA 31030
(912) 825-2021

Braun Corporation
1014 South Monticello Street
Winamac, IN 46996
(219) 946-6157

Carpenter Body Works, Inc.
West Main Street
Mitchell, IN 47446
(812) 849-3131

Chance Manufacturing Co. Inc.
P.O. Box 12328
Wichita, KS 67277
(316) 942-7411

Chance Manufacturing Co. Inc.
Sales Office
1103 Ross Avenue
Dallas, TX 75202
(214) 742-3802

Coach and Equipment Sales Corp.
P.O. Box 36
Penn Yan, N.Y. 14527
(315) 536-2321

Collins Industries, Inc.
P.O. Box 58
Hutchinson, KS 67501
(316) 663-4441

Coons Manufacturing Inc.
Box 489
Oswego, KS 67356
(316) 795-2191

Hausman Bus Sales
505 N. Lakeshore Drive
Suite 6106
Chicago, IL 60611
(312) 321-1004

LTP Inc.
Fixette Division
151 E. Walnut Street
Nappanee, IN 46550
(219) 773-7761

Microbus Corporation
12420 Bloomfield Avenue
Santa Fe Springs, CA 90670
(213) 923-3221

National Coach Corp.
130 West Victoria
Gardena, CA 90248
(213) 538-3122

Sheller — Globe Corporation
Superior Division
1200 E. Kibby Street
Lima, OH 45802
(419) 227-7777

Skillcraft Industries, Inc.
1270 Ogden Road
Venice, FL 33595
(813) 488-1501

Steyr-Daimler Puch A6
Transit Sales Corporation
1103 Ross Avenue
Dallas, TX 75202
(214) 742-3802

Thomas Built Buses, Inc.
P.O. Box 2450
High Point, NC 27261
(919) 889-4871

Transportation Manufacturing Corp.
subsidiary of Greyhound Corp.
Rosewell, NM

Van American Inc.
P.O. Box 124
Goshen, IN 46526
(219) 534-1418

Wayne Corporation
Transportation Division
P.O. Box 1447
Richmond, IN 47374
(317) 962-7511

Wide One Corporation
3051 East La Palma Avenue
Anaheim, Ca 92806
(714) 630-7933

APPENDIX J

MANUFACTURERS AND DISTRIBUTORS OF ADAPTIVE EQUIPMENT AND DRIVING AIDS

(Selected List)

APPENDIX J

MANUFACTURERS AND DISTRIBUTORS OF ADAPTIVE EQUIPMENT AND DRIVING AIDS

(Selected List)

The following firms manufacture a variety of mobility aids ranging from vehicle modifications and wheelchair lifts to hand controls.

DISTRIBUTOR

MANUFACTURER REPRESENTED

ALBERTA

Golden Boy Sales of Canada Ltd.
4906-93 Avenue
Edmonton, Alberta
T6B 2L6
(403) 468-2697

Crow River

Handiwheels
411 Forge Road, S.E.
Calgary, Alberta
T2H 0S9
(403) 258-1855

Advanced Mobility
Braun
Mobility Products & Design Inc.

BRITISH COLUMBIA

Labrun Mobility Aids Ltd.
3425 East 32nd Avenue
Vancouver, British Columbia
V6S 1Y8

Advanced Mobility
Drivemaster
Mobility Products & Design Inc.

MANITOBA

Grain Master Mfg. Co.
Lot 118, Springfield Road
Winnipeg, Manitoba
R2L 2A5
(204) 224-1697

Crow River

Rehabilitation Engineering
Dept.
Health Science Centre
59 Pearl Street
Winnipeg, Manitoba
R3E 3L4
(204) 774-6511

Custom-made hand controls,
foot accelerator, MPS
spinner knobs

NEW BRUNSWICK

Maritime Orthopedic Co.
P.O. Box 2453, Station "A"
Moncton, New Brunswick
E1C 8J3
(506) 388-1374

Wells-Fargo
Crow River

Konval Kare Ltd.
242 High Street
Moncton, New Brunswick
E1C 6C2
(506) 854-8360

Wells-Fargo
Whirlteq

Whirlteq
28 Hubbard Road, Comp. #7
Bates Building
Fredericton, New Brunswick
E3B 6B4
(506) 457-2044

Target Industries
Whirlteq

NOVA SCOTIA

Doncaster Medical
3600 Kempt Road
Halifax, Nova Scotia
B3K 4X8
(902) 454-7474

Whirlteq

Cassobo Rehabilitation and
Home Care Ltd.
937 Herring Road
Halifax, Nova Scotia
B3R 1Z5
(902) 477-8999

ONTARIO

Crecco's Mobility Systems
R.R. #2
Welland, Ontario
L3B 5N5
(416) 892-3519

Crecco's Freedom Mobility
Systems
7-70 Gibson Drive
Markham, Ontario
L3R 4C2
(416) 475-0144

Therapy Supplies and Rental
128 Sunrise Road
Toronto, Ontario
(416) 752-8885

Para Industries
950 Moodie Drive
R.R. #7
Nepean, Ontario
K2H 7V2
(613) 726-1828

Doncaster Medical
248 Steelcase Road East
Markham, Ontario
L3R 1B2
(416) 474-9300

Funcraft Vehicles Ltd.
165 Sheldon Drive
Cambridge, Ontario
N1R 6T8
(519) 621-9310

Major Medical Supplies
548 Belmont Avenue W.
Kitchener, Ontario
N2M 1N5
(519) 579-6200

Braun
Crow River
Drivemaster
Mobility Product & Design
Target Industries
Target Industries

Braun
Mobility Products & Design
Target Industries
Whirlteq
Mobility Products & Design

Braun
Mobility Products & Design
Wells-Enberg Co. Ltd.
Whirlteq

Braun

Crow River
Whirlteq

Victoria Wheelchair Inc.
1222 Victoria Street N.
Kitchener, Ontario
N2B 3E2
(519) 744-4347

Anthony's Auto Wheelchair
Lift
Braun

Northland Camper Sales
292 North Cumberland Street
Thunder Bay, Ontario
P7A 4N6
(807) 345-7042

Braun

Amigo Sales Inc.
400 Matheson Blvd. E.
Unit #17
Mississauga, Ontario
L4Z 1N8
(416) 890-1120

Amigo-Auto-Lift, etc.

LRC Estates & Investment Ltd.
3319 Oliver Road
Thunder Bay, Ontario
P7B 6C2
(807) 935-2532

Handicaps
Whirlteq
Wells-Enberg

Mitro Industries
750 Little Hill Street
London, Ontario
N5Z 1M9
(519) 433-1896

Whirlteq

QUEBEC

Les Élévateurs Jurée Ltée.
14 750 Gouin Boulevard West
Pierrefonds, Quebec
H9H 1B2
(514) 626-0261

Drivemaster
Mobility Products & Design

Association des paraplégiques
du Québec
4545 Queen Mary Road
Montreal, Québec
H3W 1W4
(514) 344-3890

Association des paraplégiques
du Québec
154 Place Vanoise
St-Romuald, Québec
G6W 5M6
(418) 839-5964

Wright-Way Inc.

Secteur d'évaluation des
capacités de conduite
automobile

L'Unité d'apprentissage
Centre François-Charon
525 Boul. Wilfred-Hamel
Québec, Québec
G1M 2S8
(418) 529-9141, Ext. 210, 211

SASKATCHEWAN

Saskatchewan Council for
Crippled Children and
Adults

1410 Kilburn Avenue
Saskatoon, Saskatchewan
S7M 0J8
(306) 653-1694

Wright-Way Inc.

Golden Boy Sales Ltd.
2305 B. Hanselman Place
Saskatoon, Saskatchewan
S7L 6A9
(306) 665-2733

Golden Boy, CA

Fort Garry Industries
1572 Elliott Street
Regina, Saskatchewan
S4N 3G6
(306) 757-5606

Crow River

UNITED STATES

Advanced Mobility
12555 Sherman Drive
North Hollywood, California
91605
(818) 982-1004

The Braun Corporation
1014 South Monticello
P.O. Box 310
Winamec, Indiana
46996
(219) 946-6157

Collins Industries Inc.
7550 Washington Avenue South
Eden Prairie, Minnesota
55344
(612) 944-5010

Amigo Sales Inc.
669 Dixie Highway
Bridgeport, Michigan
48722
(517) 777-0910

Blatnik Precision Controls Inc.
1523 Cota Avenue
Long Beach, California
90813
(213) 436-3275

Creative Controls
1943 Barrett Street
Troy, Michigan
48084
(313) 362-4580

Golden Boy
2556 South Fairview Avenue
Santa Ana, California
92704
(714) 957-8581

Gresham Driving Aids Inc.
P.O. Box 405
30800 Wixom Road
Wixom, Michigan
48096
(313) 624-1533

Mobility Engineering &
Development
7131 Hayvenhurst Avenue
Van Nuys, California
91406
(818) 785-0958

Drivemaster Corporation
16 Andrews Drive
West Paterson, New Jersey
07424
(201) 785-2204

Handicaps Inc.
4335 South Santa Fe Drive
Englewood, Colorado
80110
(303) 781-2062

Kroepke Controls Inc.
104 Hawkins Street
Bronx, New York
10464
(212) 885-1547

Mobility Products & Design Inc.
709 Kentucky Street
Vallejo, California
94590
(707) 642-8967

Nelson Medical Products
5690 Sarah Avenue
Sarasota, Florida
33583-9510
(813) 924-2058

Reb Manufacturing Inc.
P.O. Box 276
R.R. #2
Carey, Ohio
43316-0276
(419) 396-7651

R.J. Mobility Systems Inc.
715 South 5th Avenue
Maywood, Illinois
60153

Target Industries Inc.
55 Newbury Road
P.O. Box 657
East Windsor, Connecticut
06088
(203) 627-5191

The Ricon Corporation
11684 Tuxford Street
Sun Valley, California
91352
(818) 768-5890

Smith's Hand Control Service
1420 Brookhaven Drive
Southaven, Mississippi
38671
(601) 393-0540

Topcat Wheelchair Carrier
1355 North Harbour Drive
San Diego, California
92101
(619) 231-2427

Trujillo Industries Inc.
5040 Firestone Boulevard
South Gate, California
90280
(213) 564-7943

The Wheelchair Carrier Corporation
3509 East Canyon Drive
P.O. Box 9328
Phoenix, Arizona
85068
(602) 996-6123

Wells-Enberg Inc.
P.O. Box 6388
Rockford, Illinois
61125
(815) 397-6208

Wright-Way Inc.
175 East Interstate 30
P.O. Box 40907
Garland, Texas
75040
(214) 271-2488

APPENDIX K
REGISTRATION DOCUMENTATION

APPENDIX K

REGISTRATION DOCUMENTATION

Figure K.1 contains the volunteer registration form used by the Centre de Bénévolat in the Acadian Peninsula. The questionnaire asks the applicants for general information of a personal nature. In addition, the form also asks questions pertaining to their reasons for wanting to undertake volunteer work (motives).

Figure K.2 displays a sample registration information form for individuals wishing to use the transportation service. This information will help to identify the demand and purpose characteristics of the riders. In addition, a record of ridership use should be maintained. The record keeping also helps to identify those individuals who frequently do not fulfill their service requests so that appropriate action can be taken.

The volunteer and user registration forms should be kept in paper form (sheet paper or card index) or stored on microcomputer diskettes. The paper filing system should be done alphabetically according to applicant's last name. The computerized alternative would allow the processing, revision, updating and analysis of the registration file contents.

The forms should be updated periodically to ensure current characteristics of the system's users. Updated files eliminate cases of deceased, relocated or other registrants who no longer use the transportation service. The status of the user may change, necessitating the need for more specialized transport or reclassification within the eligibility category. Current information also permits the assessment of the present system, thus providing a means of modifying the service to better serve the users.

Updated information may be obtained by having the registrants re-apply on an annual basis. This can be done by conducting a telephone interview or by having the user complete a new registration card and return it to the coordinator.

Figure K.1 Sample Volunteer Application Form

VOLUNTEER CENTRE DE BÉNÉVOLAT

Tel. (506) 855-9005

VOLUNTEER CENTRE REGISTRATION FORM

Date: _____

Surname: _____ First Name: _____ Initial: _____

How do you wish to be addressed? Please circle: Mr. Mrs. Ms. Miss

Home Address:

Telephone

No.: _____

_____ Postal
Code: _____

Occupation: Student _____ Unemployed _____ Homemaker _____

Gen. Labourer _____ Tradesman _____ Waitress/Cashier _____

Clerical _____

CHECK ONE: Sales _____ Managerial _____ Professional _____ Owner _____

Part-time _____ Teacher _____ Retired _____

Education: No Schooling _____ Grades 1-9 _____ Grades 10-12 _____

High School _____ College or Tech. _____

Some University _____ University _____ Post-Graduate _____

Special Training: _____

Skills, Interests and Hobbies: _____

Previous Volunteer Experience: Yes _____ No _____

Languages: English _____ French _____ Bilingual _____ Other _____

Do you have access to a car? Yes _____ No _____

Will you drive for the agencies? Yes _____ No _____

Type of volunteer work desired: _____

Availability: Mornings _____ Days _____ Evenings _____ Weekends _____

Where did you hear about the VOLUNTEER CENTRE? Radio _____

T.V. _____ Newspaper _____ Friend _____ Relative _____ Agency _____

Other (specify) _____

Name of Reference: _____

Address: _____ Telephone No.: _____

Referred to: _____

Comments: _____

The following information is for statistical purposes only and is not required to be filled in. But, we would appreciate your taking the time to answer the following questions so that we may better serve you, the volunteer. Please **CHECK ONE** response per question unless otherwise instructed.

1. Age: Under 19 (State Age) _____
19 - 30 _____
26 - 30 _____
31 - 35 _____
36 - 40 _____
41 - 45 _____
46 - 50 _____
Over 50 _____
2. Marital Status: Single _____ Married _____
Widowed _____ Divorced _____
Separated _____
3. Number of Children: None _____ One _____
Two _____ Three _____
Four _____ Five or More _____
4. Number of Dependents: None _____ One _____
Two _____ Three _____
Four _____ Five or More _____
5. Number of Persons Living at Your Home: One _____ Two _____
Three _____ Four _____
Five or More _____
6. Annual Household Income: Under \$5,000 _____
\$5,000 - \$9,999 _____
\$10,000 - \$14,999 _____
\$15,000 - \$19,999 _____
Over \$20,000 _____
Over \$40,000 _____

7. How did you first come to be involved in volunteerism?

CHECK ONE

1. Thought you would enjoy volunteer work ____ wanted to feel needed ____
2. Work helps children, relative, or friend ____
3. Have a lot of time ____
4. Asked to volunteer by friend, relative or other ____
5. Wanted to get job experience ____
6. Other (specify) _____

8. What is your reason for first becoming a volunteer.

CHECK ONE

1. Like doing something useful ____ wanted to help others ____
2. Heard about volunteerism through the media: thought it might be interesting work ____
3. Religious concerns ____
4. Work helps keep community taxes and other costs down ____
5. Other (specify) _____

9. What do you perceive as being the reason why some people stop doing volunteer work?

CHECK ONE

1. Project or task completed ____ organization no longer exists ____
2. Too busy to continue ____
3. Went to paid job or to school ____
4. Moved ____
5. Problem with the organization or staff ____ bad experience ____
6. Child, relative or friend no longer involved ____
7. Don't know ____

10. Why do you think some individuals stop volunteering?

1. Lost interest ____ No longer enjoyed it ____ Became tired of it ____
2. Too expensive ____
3. Nothing useful to do ____
4. Private, personal, family reasons ____
5. Other (specify) _____
6. Don't know ____

Figure K.2 Sample User Registration Form

SAMPLE REGISTRATION FORM

Date: / /

Form completed by: _____

Name of Applicant: _____

Address: _____

Age: _____ Telephone: _____ - _____

Eligibility Criteria: _____

Aids Used: Wheelchair ____ Cane ____

Crutches _____ Guide dog _____

Other _____

Trip Purpose:
(Indicate Number of
Trips per Week)

Current Use

Desired Use

Medical _____

Shopping

Work _____

Recreation _____

School _____

Other _____

Do you require a companion when you travel? Yes ____

No _____

Can you board and leave a vehicle without assistance?

Yes _____ No _____

Typically how long are your trips (one way)?

_____ less than 5 kilometers (3 miles)

_____ more than 6 less than 10 km (6 miles)

_____ 11 km to 20 km (12 miles)

_____ more than 21 km (12 miles)

APPENDIX L

DISPATCH AND VEHICLE TRIP RECORDS

APPENDIX L

DISPATCH AND VEHICLE TRIP RECORDS

Dispatch and vehicle trip records are a very important part of the mobility club operations.

Dispatch records identify the user characteristics (time of day, purpose, etc.) and the number of requests not met. Similarly, vehicle trip records indicate the popular destinations, average trip length and “no show” passengers. Careful monitoring of these records will identify inefficiencies and trends in the operations, thus providing a basis for operational modifications.

The dispatcher should supply the volunteer drivers with a daily schedule of the trip requests (pickup and delivery) and indicate any pertinent user information, such as assistance required.

These tables will provide the information needed to help evaluate the system. The efficiency of the system can be judged on the following criteria:

$$\begin{array}{l} \text{Average} \\ \text{Trip} \\ \text{Speed} \\ \text{(Km/Hr)} \end{array} = \left[\frac{\frac{\text{Total Distance of All Trips (Km)}}{\text{Total Time Transporting Passengers (Hrs)}}}{\text{Number of Trips}} \right]$$

$$\begin{array}{l} \text{Average} \\ \text{Trip Length} \\ \text{(Km)} \end{array} = \left[\frac{\text{Total Distance of All Trips}}{\text{Number of Trips}} \right]$$

$$\begin{array}{l} \text{Percent of} \\ \text{Demand} \\ \text{Served} \end{array} = \left[\frac{\text{Number of Service Requests Filled}}{\text{Total Requests}} \right] \times 100$$

$$\begin{array}{l} \text{Average} \\ \text{Trips/Hr} \end{array} = \left[\frac{\text{Number of Trips/Day}}{\text{Hours of Operation/Day}} \right]$$

These are only a few performance indicators which should be addressed at various stages of the operation. Monthly evaluation of the system should be undertaken and compared to the previous statistics in order to evaluate the current system performance.

These forms help to identify a number of service characteristics specific to the operation:

1. Identification of origin/destination (O/D) patterns and demand distribution for special transportation services.
2. Identification of the registrants and the extent (frequency) to which they use the service; and
3. Identification of problem areas with the present service, providing a basis for remedial measures to increase service to the users.

Similar to the registration form for the users and volunteers, this information should be card filed or loaded into a microcomputer diskette in order to provide information to the planning and evaluation developers. Depending upon the size of the operation, service requests should be maintained for approximately two to three years.

Table L.1 Driver Log Records

[illegible]

Table L.2 Dispatcher Log Records

[illegible]

APPENDIX M

COSTING FORECASTING MODEL COMPUTER PRINTOUTS

APPENDIX M

COSTING FORECASTING MODEL COMPUTER PRINTOUTS

This appendix contains printouts of costing scenarios for different mobility club operational and administrative structures. The printouts are a product of a costing program developed by the UNB Transportation Group. The program was discussed in Section 5.0 of the Handbook.

Sample Case 1

MOBILITY CLUB COSTING PROGRAM

FLEET

0 # OF PAX AUTOS PRIVATE
0 # OF PAX VANS PRIVATE
0 # OF MINIBUS PRIVATE
0 # OF PAX AUTOS AGENCY
1 # OF PAX VANS AGENCY
0 # OF MINIBUS AGENCY

EMPLOYEES

1 # OF OFFICE STAFF
1 # OF DRIVERS
0 # OF DISPATCHERS
0 % DISPATCH VOLUNTEER
HRS
0 % DRIVER VOLUNTEER
HRS
0 % OFFICE STAFF VOL.
HRS.

WAGES

\$7.50 DRIVER HOURLY SALARY (\$)
\$7.50 DISPATCHER HRLY SALARY
(\$)
\$7.50 OFF. STAFF SALARY (\$)
15 % FRINGE BENEFIT

HOURS OF OPERATION

7.5 HRS/DAY OF OPERATION
5 # OF DAYS OF OPERATION

AGENCY VEHICLE ACQUISITION

12000 COST OF PAX AUTO (\$)
18000 COST OF VAN (\$)
25000 COST OF MINIBUS (\$)

VEHICLE SALVAGE VALUE

10 % SALVAGE VALUE
1200 PAX AUTO
1800 PAX VAN
2500 MINIBUS

OFFICE EQUIPMENT COSTS (\$) MTHLY

\$30.00 MATERIALS AND SUPPLIES
\$80.00 TELEPHONE
\$75.00 UTILITIES
\$300.00 OFFICE RENTAL
\$40.00 OFFICE EQUIP RENTAL
\$60.00 MISCELLANEOUS

\$585.00 TOTAL

ANNUAL INSURANCE (AGENCY)

600 PREMIUM/AUTO
800 PREMIUM/VAN
1000 PREMIUM/MINIBUS
1200 BLANKET POLICY
56 VEHICLE REG/LIC AUTO
60 VEHICLE REG/LIC VAN
80 VEHICLE REG/LIC MINIBUS

VEHICLE PERFORMANCE (AVG)

25 MPG FOR AUTO
EQUAL TO 11.3 L/100KM
17 MPG FOR VAN
EQUAL TO 16.6 L/100KM
10 MPG FOR MINIBUS
EQUAL TO 28.2 L/100KM

MARKET CONDITIONS

\$ PER LITRE OF GAS 0.489
OIL-% OF TOTAL FUEL 11
CONSUMPTION COST/KM
MAINTENANCE-% OF OIL 50
PLUS FUEL COST/KM

VEHICLE OPERATING COSTS (MONTHLY) PASSENGER AUTO

\$0.0553 FUEL COST PER KM (\$)
\$0.0061 OIL COST PER KM (\$)
\$0.0307 MAINT. COST PER KM (\$)

\$0.0920 TOTAL OPERATING
COST/KM

0 TOTAL MTHLY AUTO KM
\$0.00 MTHLY OPERATING COST

MONTHLY PASSENGER AUTO KILOMETERS

0 MTHLY KM TRAVEL AUTO 1
0 MTHLY KM TRAVEL AUTO 2
0 MTHLY KM TRAVEL AUTO 3
0 MTHLY KM TRAVEL AUTO 4
0 MTHLY KM TRAVEL AUTO 5
0 MTHLY KM TRAVEL AUTO 6

USER MUST INPUT INFORMATION

PASSENGER VAN

\$0.0813 FUEL COST PER KM (\$)
\$0.0089 OIL COST PER KM (\$)
\$0.0451 MAINT. COST PER KM (\$)

\$0.1353 TOTAL OPERATING
COST/KM

3000 TOTAL MTHLY VAN KM
\$405.87 MTHLY OPERATING COST

MONTHLY PASSENGER VAN KILOMETERS

3000 MTHLY KM TRAVEL AUTO 1
0 MTHLY KM TRAVEL AUTO 2
0 MTHLY KM TRAVEL AUTO 3
0 MTHLY KM TRAVEL AUTO 4
0 MTHLY KM TRAVEL AUTO 5
0 MTHLY KM TRAVEL AUTO 6

MINIBUS**MONTHLY MINIBUS KILOMETERS**

\$0.1381 FUEL COST PER KM (\$)
 \$0.0152 OIL COST PER KM (\$)
 \$0.0767 MAINT. COST PER KM (\$)

0 MTHLY KM TRAVEL BUS 1
 0 MTHLY KM TRAVEL BUS 2
 0 MTHLY KM TRAVEL BUS 3
 0 MTHLY KM TRAVEL BUS 4
 0 MTHLY KM TRAVEL BUS 5
 0 MTHLY KM TRAVEL BUS 6

\$0.2300 TOTAL OPERATING
 COST/KM

0 TOTAL MTHLY AUTO KM
 \$0.00 MTHLY OPERATING COST

AGENCY FIXED COSTS (MONTHLY)**INSURANCE — AGENCY VEHICLES****MONTHLY DEPRECIATION
 COST/VEHICLE**

\$0.00 MTHLY PREMIUM AUTO
 \$66.67 MTHLY PREMIUM VAN
 \$0.00 MTHLY PREMIUM BUS
 \$100.00 MTHLY BLANKET POLICY

 \$166.67 TOTAL MTHLY PREMIUM

\$201.96 SINGLE AUTO
 \$0.00 AGENCY OWNED AUTO (S)

 \$381.51 SINGLE VAN
 \$381.51 AGENCY OWNED VAN (S)

 \$529.83 SINGLE BUS (ES)
 \$0.00 AGENCY OWNED BUS

DEPRECIATION

7 LIFE CYCLE (YRS) AUTO
 12 INTEREST RATE (%) AUTO
 0.2244 CAP. RECOV. FACTOR
 AUTO(SEE ATTACHMENT)
 5 LIFE CYCLE (YRS) VAN
 12 INTEREST RATE (%) VAN
 0.2826 CAP. RECOV. FACTOR
 VAN(SEE ATTACHMENT)
 5 LIFE CYCLE (YRS) BUS
 12 INTEREST RATE (%) BUS
 0.2826 CAP. RECOV. FACTOR
 BUS(SEE ATTACHMENT)

\$381.51 TOTAL MTHLY AGENCY
 VEH. COSTS

AGENCY FIXED COST SUMMARY

10800 AUTO REPLACE COST (\$)
 16200 VAN REPLACE COST (\$)
 22500 BUS REPLACE COST (\$)

\$166.67 MONTHLY FLEET
 INSURANCE
 \$381.51 MTHLY DEPRECIATION
 COSTS
 \$5.00 MTHLY REGISTRATION/
 LICENCE

 \$553.18 TOTAL FIXED COST-MTHLY

STAFFING COSTS

40 WKLY HRS DRIVER 1 EQUAL TO	160 MTHLY HOURS
0 WKLY HRS DRIVER 2 EQUAL TO	0 MTHLY HOURS
0 WKLY HRS DRIVER 3 EQUAL TO	0 MTHLY HOURS
0 WKLY HRS DRIVER 4 EQUAL TO	0 MTHLY HOURS
0 WKLY HRS DRIVER 5 EQUAL TO	0 MTHLY HOURS
40 TOTAL WKLY DRIVER HOURS EQ. TO	160 MTHLY HOURS
\$1,380.00 TOT DRIVER MTHLY SAL (INCLUDES FRINGE) (EXCLUDES VOLUNTEER HRS)	
0 WKLY HRS DISPATCH 1 EQUAL TO	0 MTHLY HOURS
0 WKLY HRS DISPATCH 2 EQUAL TO	0 MTHLY HOURS
0 WKLY HRS DISPATCH 3 EQUAL TO	0 MTHLY HOURS
0 TOTAL WKLY DISPATCH HOURS EQ.	0 MTHLY HOURS
\$0.00 TOT DISP MTHLY SAL (INCLUDES FRINGE) (EXCLUDES VOLUNTEER HRS)	
40 WKLY HRS OFFICE STAFF 1 EQ TO	160 MTHLY HOURS
0 WKLY HRS OFFICE STAFF 2 EQ TO	0 MTHLY HOURS
40 TOT WKLY OFFICE STAFF HRS EQ TO	160 MTHLY HOURS
\$1,380.00 TOT OFFICE MTHLY SAL (INCLUDES FRINGE) (EXCLUDES VOLUNTEER HRS)	
\$2,760.00 TOTAL SALARIED MONTHLY WAGES	

SUMMARY STATISTICS

FIXED COSTS		MONTHLY	YEARLY FIXED COSTS	
INSURANCE		\$166.67	\$2,000.00	
DEPRECIATION		\$381.51	\$4,578.12	
REG/LIC.		\$5.00	\$60.00	
OFFICE COSTS		\$585.00	\$7,020.00	
TOTAL		\$1,138.18	\$13,658.12	
OPERATING COSTS				
PRIVATE/AGENCY				
VEHICLES	FLEET	YEARLY OPERATING COST	KM/YE	\$/KM
	0 AUTOS	\$0.00	0	\$0.09
	1 VANS	\$4,870.50	36000	\$0.14
	1 BUSES	\$0.00	0	\$0.23
	2 TOTAL	\$4,870.50	36000	

LABOUR	POSITIGROUP	YEARLY SALARY	% VOL. HRS.
	1 DRIVER	\$16,560.00	0%
	0 DISPAT	\$0.00	0%
	1 OFFICE	\$16,560.00	0%
	2 TOTAL	\$33,120.00	
TOTAL YRLY OPERATING BUDGET OF SPECIALIZED SERVICE			\$51,648.62
TOTAL MTHLY OPERATING BUDGET OF SPECIALIZED SERVICE			\$4,304.05
COST PER OPERATING HOUR			\$28.69

FOR ILLUSTRATIONAL PURPOSES ONLY

CASE 2

MOBILITY CLUB COSTING PROGRAM

FLEET

3 # OF PAX AUTOS PRIVATE
0 # OF PAX VANS PRIVATE
0 # OF MINIBUS PRIVATE
0 # OF PAX AUTOS AGENCY
1 # OF PAX VANS AGENCY
0 # OF MINIBUS AGENCY

EMPLOYEES

1 # OF OFFICE STAFF
4 # OF DRIVERS
1 # OF DISPATCHERS
0 % DISPATCH VOLUNTEER HRS
75 % DRIVER VOLUNTEER HRS
0 % OFFICE STAFF VOL. HRS.

WAGES

\$7.50 DRIVER HOURLY SALARY (\$)
\$7.50 DISPATCHER HRLY SALARY (\$)
\$7.50 OFF. STAFF SALARY (\$)
15 % FRINGE BENEFIT

HOURS OF OPERATION

7.5 HRS/DAY OF OPERATION
5 # OF DAYS OF OPERATION

AGENCY VEHICLE ACQUISITION

12000 COST OF PAX AUTO (\$)
18000 COST OF VAN (\$)
25000 COST OF MINIBUS (\$)

VEHICLE SALVAGE VALUE

10 % SALVAGE VALUE
1200 PAX AUTO
1800 PAX VAN
2500 MINIBUS

OFFICE EQUIPMENT COSTS (\$) MTHLY

\$30.00 MATERIALS AND SUPPLIES
\$80.00 TELEPHONE
\$75.00 UTILITIES
\$300.00 OFFICE RENTAL
\$40.00 OFFICE EQUIP RENTAL
\$60.00 MISCELLANEOUS

ANNUAL INSURANCE (AGENCY)

800 PREMIUM/AUTO
800 PREMIUM/VAN
1000 PREMIUM/MINIBUS
1200 BLANKET POLICY
56 VEHICLE REG/LIC AUTO
60 VEHICLE REG/LIC VAN
80 VEHICLE REG/LIC MINIBUS

\$585.00 TOTAL

VEHICLE PERFORMANCE (AVG)

25 MPG FOR AUTO EQUAL TO 11.3 L/100KM
17 MPG FOR VAN EQUAL TO 16.6 L/100KM
10 MPG FOR MINIBUS EQUAL TO 28.2 L/100KM

MARKET CONDITIONS

\$ PER LITRE OF GAS 0.489
OIL-% OF TOTAL FUEL 11
CONSUMPTION COST/KM
MAINTENANCE-% OF OIL 50
PLUS FUEL COST/KM

VEHICLE OPERATING COSTS (MONTHLY)

PASSENGER AUTO

\$0.0555 FUEL COST PER KM (\$)
\$0.0061 OIL COST PER KM (\$)
\$0.0307 MAINT. COST PER KM (\$)

\$0.0920 TOTAL OPERATING COST/KM

2850 TOTAL MTHLY AUTO KM
\$262.20 MTHLY OPERATING COST

MONTHLY PASSENGER AUTO KILOMETERS

1350 MTHLY KM TRAVEL AUTO 1
750 MTHLY KM TRAVEL AUTO 2
750 MTHLY KM TRAVEL AUTO 3
0 MTHLY KM TRAVEL AUTO 4
0 MTHLY KM TRAVEL AUTO 5
0 MTHLY KM TRAVEL AUTO 6

PASSENGER VAN

\$0.0813 FUEL COST PER KM (\$)
\$0.0089 OIL COST PER KM (\$)
\$0.0451 MAINT. COST PER KM (\$)

\$0.1353 TOTAL OPERATING COST/KM

3000 TOTAL MTHLY VAN KM
\$405.87 MTHLY OPERATING COST

MONTHLY PASSENGER VAN KILOMETERS

3000 MTHLY KM TRAVEL AUTO 1
0 MTHLY KM TRAVEL AUTO 2
0 MTHLY KM TRAVEL AUTO 3
0 MTHLY KM TRAVEL AUTO 4
0 MTHLY KM TRAVEL AUTO 5
0 MTHLY KM TRAVEL AUTO 6

MINIBUS

\$0.1381 FUEL COST PER KM (\$)
\$0.0152 OIL COST PER KM (\$)
\$0.0767 MAINT. COST PER KM (\$)

\$0.2300 TOTAL OPERATING COST/KM

0 TOTAL MTHLY AUTO KM
\$0.00 MTHLY OPERATING COST

MONTHLY MINIBUS KILOMETERS

0 MTHLY KM TRAVEL BUS 1
0 MTHLY KM TRAVEL BUS 2
0 MTHLY KM TRAVEL BUS 3
0 MTHLY KM TRAVEL BUS 4
0 MTHLY KM TRAVEL BUS 5
0 MTHLY KM TRAVEL BUS 6

AGENCY FIXED COSTS (MONTHLY)

INSURANCE — AGENCY VEHICLES

\$0.00 MTHLY PREMIUM AUTO
\$66.67 MTHLY PREMIUM VAN
\$0.00 MTHLY PREMIUM BUS
\$100.00 MTHLY BLANKET POLICY

\$166.67 TOTAL MTHLY PREMIUM

MONTHLY DEPRECIATION COST/VEHICLE

\$201.96 SINGLE AUTO
\$0.00 AGENCY OWNED AUTO (S)

\$381.51 SINGLE VAN
\$381.51 AGENCY OWNED VAN (S)

\$529.83 SINGLE BUS (ES)
\$0.00 AGENCY OWNED BUS

DEPRECIATION

7 LIFE CYCLE (YRS) AUTO
12 INTEREST RATE (%) AUTO
0.2244 CAP. RECOV. FACTOR AUTO
(SEE ATTACHMENT)
5 LIFE CYCLE (YRS) VAN
12 INTEREST RATE (%) VAN
0.2826 CAP. RECOV. FACTOR VAN
(SEE ATTACHMENT)
5 LIFE CYCLE (YRS) BUS
12 INTEREST RATE (%) BUS
0.2826 CAP. RECOV. FACTOR BUS
(SEE ATTACHMENT)

10800 AUTO REPLACE COST (\$)
16200 VAN REPLACE COST (\$)
22500 BUS REPLACE COST (\$)

\$381.51 TOTAL MTHLY AGENCY
VEH. COSTS

AGENCY FIXED COST SUMMARY

\$166.67 MONTHLY FLEET INSURANCE
\$381.51 MTHLY DEPRECIATION COSTS
\$5.00 MTHLY REGISTRATION/
LICENCE

\$553.18 TOTAL FIXED COST-MTHLY

STAFFING COSTS

15	WKLY HRS DRIVER 1 EQUAL TO	60	MTHLY HOURS
8	WKLY HRS DRIVER 2 EQUAL TO	32	MTHLY HOURS
8	WKLY HRS DRIVER 3 EQUAL TO	32	MTHLY HOURS
40	WKLY HRS DRIVER 4 EQUAL TO	160	MTHLY HOURS
0	WKLY HRS DRIVER 5 EQUAL TO	0	MTHLY HOURS
71	TOTAL WKLY DRIVER HOURS EQ. TO	284	MTHLY HOURS

\$612.38 TOT DRIVER MTHLY SAL (INCLUDES FRINGE)
(EXCLUDES VOLUNTEER HRS)

35	WKLY HRS DISPATCH 1 EQUAL TO	140	MTHLY HOURS
0	WKLY HRS DISPATCH 2 EQUAL TO	0	MTHLY HOURS
0	WKLY HRS DISPATCH 3 EQUAL TO	0	MTHLY HOURS
35	TOTAL WKLY DISPATCH HOURS EQ.	140	MTHLY HOURS

\$1,207.50 TOT DISP MTHLY SAL (INCLUDES FRINGE)
(EXCLUDES VOLUNTEER HRS)

35	WKLY HRS OFFICE STAFF 1 EQ TO	140	MTHLY HOURS
0	WKLY HRS OFFICE STAFF 2 EQ TO	0	MTHLY HOURS
35	TOT WKLY OFFICE STAFF HRS EQ TO	140	MTHLY HOURS

\$1,207.50 TOT OFFICE MTHLY SAL (INCLUDES FRINGE)
(EXCLUDES VOLUNTEER HRS)

\$3,027.38 TOTAL SALARIED MONTHLY WAGES

SUMMARY STATISTICS

FIXED COSTS	MONTHLY	YEARLY FIXED COSTS
INSURANCE	\$166.67	\$2,000.00
DEPRECIATION	\$381.51	\$4,578.12
REG/LIC.	\$5.00	\$80.00
OFFICE COSTS	\$585.00	\$7,020.00
TOTAL	\$1,138.18	\$13,858.12

OPERATING COSTS

PRIVATE/AGENCY

VEHICLES	FLEET	YEARLY OPERATING COST	KM/YR	\$/KM
	3 AUTOS	\$3,146.34	34200	\$0.09
	1 VANS	\$4,870.50	36000	\$0.14
	1 BUSES	\$0.00	0	\$0.23
	5 TOTAL	\$8,016.84	70200	

LABOUR	POSITIGROUP	YEARLY SALARY	% VOL.	HRS.
	4 DRIVER	\$7,348.50	75%	
	1 DISPAT	\$14,490.00	0%	
	1 OFFICE	\$14,490.00	0%	
	6 TOTAL	\$36,328.50		

TOTAL YRLY OPERATING BUDGET OF SPECIALIZED SERVICE	\$58,003.46
TOTAL MTHLY OPERATING BUDGET OF SPECIALIZED SERVICE	\$4,833.62
COST PER OPERATING HOUR	\$32.22

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CASE 3

MOBILITY CLUB COSTING PROGRAM

FLEET

1 # OF PAX AUTOS PRIVATE
0 # OF PAX VANS PRIVATE
0 # OF MINIBUS PRIVATE
0 # OF PAX AUTOS AGENCY
1 # OF PAX VANS AGENCY
1 # OF MINIBUS AGENCY

EMPLOYEES

1 # OF OFFICE STAFF
3 # OF DRIVERS
0 # OF DISPATCHERS
0 % DISPATCH VOLUNTEER HRS
33 % DRIVER VOLUNTEER HRS
0 % OFFICE STAFF VOL. HRS.

WAGES

\$7.50 DRIVER HOURLY SALARY (\$)
\$7.50 DISPATCHER HRLY SALARY (\$)
\$7.50 OFF. STAFF SALARY (\$)
15 % FRINGE BENEFIT

HOURS OF OPERATION

7.5 HRS/DAY OF OPERATION
5 # OF DAYS OF OPERATION

AGENCY VEHICLE ACQUISITION

12000 COST OF PAX AUTO (\$)
25000 COST OF VAN (\$)
35000 COST OF MINIBUS (\$)

VEHICLE SALVAGE VALUE

10 % SALVAGE VALUE
1200 PAX AUTO
2500 PAX VAN
3500 MINIBUS

OFFICE EQUIPMENT COSTS (\$) MTHLY

\$30.00 MATERIALS AND SUPPLIES
\$80.00 TELEPHONE
\$75.00 UTILITIES
\$300.00 OFFICE RENTAL
\$40.00 OFFICE EQUIP. RENTAL
\$60.00 MISCELLANEOUS

\$585.00 TOTAL

ANNUAL INSURANCE (AGENCY)

600 PREMIUM/AUTO
800 PREMIUM/VAN
1000 PREMIUM/MINIBUS
1200 BLANKET POLICY
56 VEHICLE REG/LIC AUTO
60 VEHICLE REG/LIC VAN
80 VEHICLE REG/LIC MINIBUS

VEHICLE PERFORMANCE (AVG)

25 MPG FOR AUTO EQUAL TO 11.3 L/100KM
17 MPG FOR VAN EQUAL TO 16.6 L/100KM
10 MPG FOR MINIBUS EQUAL TO 28.2 L/100KM

MARKET CONDITIONS

\$ PER LITRE OF GAS 0.489
OIL-% OF TOTAL FUEL 11
CONSUMPTION COST/KM
MAINTENANCE-% OF OIL 50
PLUS FUEL COST/KM

VEHICLE OPERATING COSTS (MONTHLY)

PASSENGER AUTO

\$0.0553 FUEL COST PER KM (\$)
\$0.0061 OIL COST PER KM (\$)
\$0.0307 MAINT. COST PER KM (\$)

\$0.0920 TOTAL OPERATING COST/KM

1000 TOTAL MTHLY AUTO KM
\$92.00 MTHLY OPERATING COST

MONTHLY PASSENGER AUTO KILOMETERS

1000 MTHLY KM TRAVEL AUTO 1
0 MTHLY KM TRAVEL AUTO 2
0 MTHLY KM TRAVEL AUTO 3
0 MTHLY KM TRAVEL AUTO 4
0 MTHLY KM TRAVEL AUTO 5
0 MTHLY KM TRAVEL AUTO 6

PASSENGER VAN

\$0.0813 FUEL COST PER KM (\$)
\$0.0089 OIL COST PER KM (\$)
\$0.0451 MAINT. COST PER KM (\$)

\$0.1353 TOTAL OPERATING COST/KM

3000 TOTAL MTHLY VAN KM
\$405.87 MTHLY OPERATING COST

MONTHLY PASSENGER VAN KILOMETERS

3000 MTHLY KM TRAVEL AUTO 1
0 MTHLY KM TRAVEL AUTO 2
0 MTHLY KM TRAVEL AUTO 3
0 MTHLY KM TRAVEL AUTO 4
0 MTHLY KM TRAVEL AUTO 5
0 MTHLY KM TRAVEL AUTO 6

MINIBUS

\$0.1381 FUEL COST PER KM (\$)
\$0.0152 OIL COST PER KM (\$)
\$0.0767 MAINT. COST PER KM (\$)

\$0.2300 TOTAL OPERATING COST/KM

2000 TOTAL MTHLY AUTO KM
\$459.99 MTHLY OPERATING COST

MONTHLY MINIBUS KILOMETERS

2000 MTHLY KM TRAVEL BUS 1
0 MTHLY KM TRAVEL BUS 2
0 MTHLY KM TRAVEL BUS 3
0 MTHLY KM TRAVEL BUS 4
0 MTHLY KM TRAVEL BUS 5
0 MTHLY KM TRAVEL BUS 6

AGENCY FIXED COSTS (MONTHLY)

INSURANCE — AGENCY VEHICLES

\$0.00 MTHLY PREMIUM AUTO
\$66.87 MTHLY PREMIUM VAN
\$83.33 MTHLY PREMIUM BUS
\$100.00 MTHLY BLANKET POLICY

\$250.00 TOTAL MTHLY PREMIUM

MONTHLY DEPRECIATION COST/VEHICLE

\$201.96 SINGLE AUTO
\$0.00 AGENCY OWNED AUTO (S)

\$529.88 SINGLE VAN
\$529.88 AGENCY OWNED VAN (S)

\$741.83 SINGLE BUS (ES)
\$741.83 AGENCY OWNED BUS

DEPRECIATION

7 LIFE CYCLE (YRS) AUTO
12 INTEREST RATE (%) AUTO
0.2244 CAP. RECOV. FACTOR AUTO
(SEE ATTACHMENT)

5 LIFE CYCLE (YRS) VAN
12 INTEREST RATE (%) VAN
0.2826 CAP. RECOV. FACTOR VAN
(SEE ATTACHMENT)

5 LIFE CYCLE (YRS) BUS
12 INTEREST RATE (%) BUS
0.2826 CAP. RECOV. FACTOR BUS
(SEE ATTACHMENT)

10800 AUTO REPLACE COST (\$)
22500 VAN REPLACE COST (\$)
31500 BUS REPLACE COST (\$)

\$1,271.70 TOTAL MTHLY AGENCY
VEH. COSTS

AGENCY FIXED COST SUMMARY

\$250.00 MONTHLY FLEET
INSURANCE

\$1,271.70 MTHLY DEPRECIATION
COSTS

\$11.67 MTHLY REGISTRATION/
LICENCE

\$1,533.37 TOTAL FIXED COST-MTHLY

STAFFING COSTS

20 WKLY HRS DRIVER 1 EQUAL TO	80 MTHLY HOURS
40 WKLY HRS DRIVER 2 EQUAL TO	160 MTHLY HOURS
30 WKLY HRS DRIVER 3 EQUAL TO	120 MTHLY HOURS
0 WKLY HRS DRIVER 4 EQUAL TO	0 MTHLY HOURS
0 WKLY HRS DRIVER 5 EQUAL TO	0 MTHLY HOURS

90 TOT DRIVER MTHLY SAL (INCLUDES FRINGE)
(EXCLUDES VOLUNTEER HRS)

0 WKLY HRS DISPATCH 1 EQUAL TO	0 MTHLY HOURS
0 WKLY HRS DISPATCH 2 EQUAL TO	0 MTHLY HOURS
0 WKLY HRS DISPATCH 3 EQUAL TO	0 MTHLY HOURS
0 TOTAL WKLY DISPATCH HOURS EQ.	0 MTHLY HOURS

\$0.00 TOTAL DISP MTHLY SAL (INCLUDES FRINGE)
(EXCLUDES VOLUNTEER HRS)

40 WKLY HRS OFFICE STAFF 1 EQ TO	160 MTHLY HOURS
0 WKLY HRS OFFICE STAFF 2 EQ TO	0 MTHLY HOURS
40 TOT WKLY OFFICE STAFF HRS EQ TO	160 MTHLY HOURS

\$1,380.00 TOT OFFICE MTHLY SAL (INCLUDES FRINGE)
(EXCLUDES VOLUNTEER HRS)

\$3,460.35 TOTAL SALARIED MONTHLY WAGES

SUMMARY STATISTICS

FIXED COSTS	MONTHLY	YEARLY FIXED COSTS
INSURANCE	\$250.00	\$3,000.00
DEPRECIATION	\$1,271.70	\$15,260.40
REG/LIC.	\$11.67	\$140.00
OFFICE COSTS	\$585.00	\$7,020.00
TOTAL	\$2,118.37	\$25,420.40

OPERATING COSTS

PRIVATE/AGENCY

VEHICLES	FLEET	YEARLY OPERATING COST	KM/YR	\$/KM
	1 AUTOS	\$1,103.98	12000	\$0.09
	1 VANS	\$4,870.50	36000	\$0.14
	2 BUSES	\$5,519.90	24000	\$0.23
	4 TOTAL	\$11,494.38	72000	

LABOUR	PSTN GROUP	YEARLY SALARY	% VOL.	HRS.
	3 DRIVER	\$24,964.20	33%	
	0 DISPAT	\$0.00	0%	
	1 OFFICE	\$16,560.00	0%	
	4 TOTAL	\$41,524.20		

TOTAL YRLY OPERATING BUDGET OF SPECIALIZED SERVICE	\$78,438.98
TOTAL MTHLY OPERATING BUDGET OF SPECIALIZED SERVICE	\$6,536.58
COST PER OPERATING HOUR	\$43.58

FOR ILLUSTRATIONAL PURPOSES ONLY

APPENDIX N
MICROCOMPUTER APPLICATIONS

APPENDIX N

MICROCOMPUTER APPLICATIONS

The survey forms or questionnaires contain useful information describing user traits and trip characteristics. However, the manual examination of a particular characteristic may be time-consuming and cumbersome (depending upon the number of completed questionnaires).

The advent of microcomputers and the associated software packages offer unlimited opportunities to those persons dealing with information data bases. Spreadsheets (Lotus 1-2-3), data base management (dBase III) and word processing packages (Multimate) are a few software programs which could help in the implementation and management of a mobility club.

Word processing packages are an easy and efficient method of controlling all correspondence associated with the project. Spreadsheet programs enable the coordinator to maintain financial budgets and operating costs. In addition, "what if" scenarios could be simulated in order to examine the implications (advantages or consequences) of changing a certain element of the overall operation. Data base management packages provide an efficient and practical method of maintaining the registry or analyzing the questionnaire responses.

dBase III was the data base management package used by the UNB Transportation Group to analyse the information gathered on the Acadian Peninsula questionnaire. The questionnaire contained 17 questions with a variety of possible answer combinations of potential user characteristics.

dBase III allows the user to examine the information on practically every imaginable aspect. The information can be structured in a formal report outlining the characteristics, counts and general comments associated with the data base cases.

Assuming that an IBM compatible microcomputer is available, the time invested by inputting the registry or questionnaire information is well spent. However, the cost of the dBase III software package is in the order of \$400.00 (1987).

Other less sophisticated computers (Commodore 64, etc.) may provide an advantage over the traditional card files when dealing with large volumes of information.

APPENDIX O
SHARE-A-RIDE PROGRAM

APPENDIX O

SHARE-A-RIDE PROGRAM

This appendix includes the application for a Share-A-Ride licence in New Brunswick (Figure O.1), which must be completed in order to obtain a sticker. It also contains the application for vehicle registration which is necessary to obtain a parking placard (Figure O.2). The placard entitles the individual to park the vehicle in designated parking spaces which are accessible to nearby facilities.

MOTOR VEHICLE DIVISION				
PROVINCE OF NEW BRUNSWICK				
Application for Registration of Motor Vehicle as required by Part 6 of the Motor Vehicle Act 1955.				
Owner:				
Address:— No. Street Place N.-B.				
In accordance with the requirements of Part 6 of the Motor Vehicle Act 1955. I hereby apply for registration of the Motor Vehicle owned by me and described below for the purpose of operating the said vehicle to carry not more than the number of passengers, excluding the driver, as designated by the manufacturer as being the seating capacity of the said vehicle together with their baggage for compensation or hire.				
DESCRIPTION OF VEHICLE TO BE REGISTERED				
NAME	SERIAL NUMBER	MOTOR NUMBER	YEAR	Seating Capacity Excluding Driver
STYLE	MODEL	PRESENT LICENSE NO.	WEIGHT	PERSONS
..... N.-B. 19 Legal owner				
CERTIFICATE NO. ISSUED DATE 19				
MOTOR VEHICLE BRANCH AT N.B. per				
FINANCIAL RESPONSIBILITY CERTIFICATE NO.				
..... ISSUED BY THE COMPANY				

FIGURE 0.1 New Brunswick share-a-ride application

FINANCIAL RESPONSIBILITY CERTIFICATE NO.

MOTOR VEHICLE ACT
PROVINCE OF NEW BRUNSWICK



CERTIFICAT DE SOLVABILITÉ N°

LOI SUR LES VÉHICULES À MOTEUR
PROVINCE DU NOUVEAU-BRUNSWICK

40-3041 (5/86)

The
La compagnie d'assurance _____

Insurance Company signatory hereto, duly authorized to do business
in the Province of New Brunswick, hereby certifies that it has issued

signataire, dûment autorisée à pratiquer l'assurance au Nouveau-
Brunswick, certifie par les présentes qu'elle a émis en faveur

to
de _____

the owner of the motor vehicle described below, and residing

propriétaire du véhicule à moteur ci-après décrit, résidant à

at
à _____ N.B.,
N.-B.,

a Motor Vehicle Liability Policy in accordance with the Regulations made pursuant to subsection 275(3) of the Motor Vehicle Act, which insures such owner in respect of any one accident to the limit of at least two hundred thousand dollars (\$200,000.00), exclusive of interest and costs, against liability to passengers for remuneration for loss or damage resulting from bodily injury to or the death of one or more such passengers or damage to their property or both, which policy is in full force and effect on the date hereof and shall not be cancelled or expire unless ten days prior notice in writing of such cancellation or expiry shall have been given to the Registrar of Motor Vehicles, P.O. Box 6000, Fredericton, N.B., E3B 5H1. The policy covers the operation of the motor vehicle described below, the description of which is made part of the certificate.

une police d'assurance-responsabilité de véhicule conforme aux règlements adoptés en vertu du paragraphe 275(3) de la Loi sur les véhicules à moteur, laquelle assure ce dernier contre tout accident jusqu'à concurrence de deux cent mille dollars (200 000 \$) au moins, intérêts ainsi que frais et dépens non compris, en compensation des pertes ou dommages résultant de préjudices corporels ou du décès de l'un ou plusieurs des passagers ou de dommages à leurs biens, ou des deux; ladite police est pleinement en vigueur à ce jour et ne peut être annulée ni expirer à moins qu'un préavis écrit de dix jours en soit donné au registraire des véhicules à moteur. C.P. 6000, Fredericton, N.-B., E3B 5H1. La police couvre la conduite du véhicule à moteur dont la description suit et fait partie du présente certificat.

Make of Vehicle/Marque du véhicule	Serial No./Numéro de série	Year/Année	Model/Modèle

Insurance Company
Compagnie d'assurance _____

Signature Authorized Representative
Signature du représentant autorisé _____ Date _____ 19 _____

Policy No.
Numéro de police _____ Effective from
En vigueur à compter du _____ 19 _____

FIGURE 0.2 New Brunswick Parking Placard Application (1986)

APPENDIX P
TAXI/VOUCHER SYSTEM

APPENDIX P

TAXI/VOUCHER SYSTEM

One of the most appropriate means of transportation for persons with disabilities is a taxicab. For some physically disabled and elderly persons, a driver who is willing and able to assist these passengers into and out of the vehicle is essential to the service. However, the fares associated with taxicab transportation can be expensive.

Aside from the relatively high expense associated with taxicab transportation, not all taxi drivers are able to properly assist the passengers. Furthermore, not all drivers have the motivation or are willing to accept the responsibility associated with assisting these passengers.

If some demand for a system (most probably subsidized) can be developed incorporating taxicabs, the drivers must be familiar with the people they will be transporting. In addition, they must be trained to ensure that they properly aid those persons requiring assistance.

A voucher system may provide a basis for subsidized taxi service. The voucher or ticket would entitle an eligible passenger to a certain reduction on a one-way fare.

The value of the voucher would be established in accordance with the subsidy amount. A booklet of vouchers would be distributed to those eligible for the service. The following sequence of steps would be necessary to ensure an efficient system:

1. The passenger notifies the driver of his/her intention to use the voucher;
2. Upon arriving at the destination, the passenger signs the voucher, produces the appropriate identification (to prevent misuse of the system) and pays the driver the difference of the fare in cash;
3. The taxi driver must also endorse the voucher; and
4. The voucher is retained by the company on their files.

The vouchers should only be valid for a specific period of time, after which the booklet is returned to the distributor in order to receive a new one. The stubs must be matched with the taxi company's used vouchers in order to authorize a new voucher book.

Other factors must be acknowledged when considering a taxicab voucher system. If the system tends to "double up" fares (pick up two fares from the same neighbourhood and deliver them to the same vicinity) some patrons may

be exasperated at the length of time needed to pick up and drop off passengers with disabilities. In addition, ineligible passengers may try to take advantage of the reduced fares under false pretences. Other cab companies may feel that the subsidized business is creating unfair competition.

APPENDIX Q
PROFILE OF VOLUNTEERS

APPENDIX Q

PROFILE OF VOLUNTEERS

Volunteers are citizens who provide free help to community activities. These persons do not receive payment for their work, with exception of reimbursement for out-of-pocket expenses. In addition, the volunteers must offer their services without coercion (individuals ordered to perform community work as a result of a felony are not considered volunteers). Volunteers can serve in various capacities:

- i) Help with the administrative and management tasks (e.g. serving on an action committee, dispatching, typing);
- ii) Assist with the indirect services (e.g. helping with public relations strategy); and
- iii) Assist in providing direct services to the clients (e.g. preparing meals, driving vans or automobiles.)

A number of comments were expressed to the authors about the general characteristics of volunteers by an individual with considerable volunteer bureau experience:

1. Volunteers tend to become involved in services which produce tangible results such as crafts, meals. The resultant product can be seen by the volunteers thus providing an element of satisfaction. Volunteers tend to participate in activities they enjoy and those which give them a feeling of accomplishment and personal growth.
2. However, the transportation services necessary to realize these achievements appear to be taken for granted and overlooked since they are thought to be a preliminary step to the actual volunteer work.
3. For these reasons, it is felt that the volunteer participants in the transportation aspect of a mobility club would probably be best suited as a complementary role. That is to say, the volunteers would assist the passengers into and out of the vehicles as companions en route and at the destination.
4. It is felt that some salaried individuals would be necessary to provide the basic foundation for an accessible transportation service. Volunteers would complement and provide the finer service assistance to the clients.
5. Initially, volunteers tend to devote a considerable time to the volunteer services. However, as the programs advance the amount of time devoted by the volunteers tends to decrease.

Volunteers tend to complement paid staff by enhancing existing services or by replacing paid staff positions which could no longer be continued. It is unrealistic to think that volunteers will work in areas which they have little interest in. Therefore, the assignment of volunteers to specific activities must be planned carefully. The key is to identify, recruit and properly place the individual in an appropriate activity. The attitudinal and physical characteristics of the volunteer must be considered with respect to the type of activity.

APPENDIX R

MEDIA COVERAGE (MARKETING)

Public awareness of the mobility club is crucial to the development of the service. Media can be used to announce the proposed project, surveys and volunteer recruitment. The publicity can be achieved through a variety of media means. Examples include:

- i) television
- ii) radio
- iii) newspaper
- iv) social flyers

Television provides the widest coverage of the media approaches. However, commercial advertising is very expensive for announcing the status of the proposed service. Most local television stations provide free public service announcements of community events which would be an appropriate publicity opportunity for the mobility club. Unfortunately, the public service announcements are shown during periods of light viewing. Public interest program coverage is an excellent means of increasing the awareness of your efforts through local news and talk shows.

APPENDIX R

MEDIA COVERAGE (MARKETING)

Radio stations also provide an outlet for public service announcements. Again, radio stations provide a forum for discussing the objectives of the mobility club.

The club may also gain exposure through press releases to the newspapers at strategic phases of the club's development (start, survey phase, pilot implementation). Local as well as regional newspapers should be included in the publicity program to ensure comprehensive coverage.

Another advertising method involves the printing and distribution of flyers announcing the purpose of the mobility club initiative. The flyers should be distributed to the various agencies in the area and posted in locations which are frequented by the public.

Television and newspaper announcements are perhaps the most cost-effective media since they provide wider coverage than the other alternatives.

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Radio stations also provide free air time for public service announcements. Again, radio stations have public service programs which provide a forum for discussing the objectives of the mobility club.

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